Excise and Taxation Department, Government of Haryana

TENDER DOCUMENT

For

Selection of a System Integrator ('SI') for implementation of Commercial Taxes e-Governance in Haryana

April 2012

SECTION 1: INSTRUCTION TO BIDDERS

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1 Instruction to Bidders

1.1 Particulars of Tender

1.1.1 This invitation to Tender is for "**Selection of a System Integrator for implementation of Commercial Taxes e-Governance in Haryana**"

1.1.2 Bidders are advised to study the Tender Document carefully. Submission of Tender shall be deemed to have been done after careful study and examination of the Tender Document with full understanding of its implications. Sealed offers prepared in accordance with the procedures enumerated in Clause 1.6 should be submitted to the **Excise and Taxation Commissioner** not later than the date and time laid down, at his address given in the **Schedule for Invitation to Tender** under Clause 1.3.

1.1.3 This Tender document is not transferable.

1.1.4 The Tender document can be obtained during working hours on all working days at the office address (as prescribed in clause 1.3 below) from the start date of sale of tender till the last date. The tender document can also be downloaded from Excise & Taxation Department, Haryana website (www.haryanatax.com)

1.2 Bid Security and Tender fees

1.2.1 All bids must be accompanied by a

- Bid Security of Rs. 50,00,000 (Rupees Fifty Lakh only) is to be submitted in the form of Demand Draft issued by a Nationalized / Scheduled Bank valid for 180 days from submission of tender.
- Tender fees of Rs. 25,000 (Rupees Twenty Five Thousand only) is to be submitted in form of Demand Draft in favor of "Excise &Taxation Commissioner, Haryana" payable at Panchkula, Haryana. Tender fees is non refundable.

1.3 Schedule for Invitation to Tender

1.3.1 Name of the Purchaser:

The Excise and Taxation Commissioner, Government of Haryana

1.3.2 Addressee and Address at which Tenders to be submitted:

The Excise and Taxation Commissioner, Government of Haryana

Vanijya Bhawan, Plot no. I-3, Sector 5, Panchkula, Haryana

Phone: +91 172 2590990, 2590931

Fax: +91 172 2590935, 2590932

e-mail: mail@haryanatax.com

1.3.3 Contact person for any clarification or Pre-bid Meeting:

The Excise and Taxation Commissioner, Government of Haryana

Vanijya Bhawan, Plot no. I-3, Sector 5, Panchkula, Haryana

Phone: +91 172 2590990, 2590931

Fax: +91 172 2590935, 2590932

e-mail: mail@haryanatax.com

1.3.4 Last Date for submission of queries (clarifications) for Pre-bid Meeting through email:

Email id: mail@haryanatax.com.

Date: Tuesday, 24-04-2012.

1.3.5 Venue, Time and Date of Pre-bid Meeting:

Conference Hall, 3rd Floor

Vanijya Bhawan, Plot no. I-3, Sector 5, Panchkula, Haryana

Phone: +91 172 2590990, 2590931

Fax: +91 172 2590935, 2590932

e-mail: mail@haryanatax.com

1.3.6 Latest time and date for receipt of Tender

Monday, 21-05-2012

1.3.7 Place, Time and Date of opening of pre-qualification & Technical Bids:

Conference Hall, 3rd Floor

Vanijya Bhawan, Plot no. I-3, Sector 5, Panchkula, Haryana

Phone: +91 172 2590990, 2590931

Fax: +91 172 2590935, 2590932

e-mail: mail@haryanatax.com

1.3.8 Name of the contact persons for any clarification:

The Excise and Taxation Commissioner, Government of Haryana

Vanijya Bhawan, Plot no. I-3, Sector 5, Panchkula, Haryana

Phone: +91 172 2590990, 2590931

Fax: +91 172 2590935, 2590932

e-mail: mail@haryanatax.com

1.3.9 Date till which the response to the tender should be valid:

180 days from the date of opening of the Technical Bids

1.3.10 Important dates:

The following table provides information regarding the important dates of the bid process for this tender:

Activity	**Date**	**Time**
Sale of Tender document	Wednesday, 18-04-2012	
Last date for submission of written queries for clarifications on Tender document	Tuesday, 24-04-2012	
Pre-Bid Conference	Thursday, 26-04-2012	12 Noon
Pre-bid clarifications	Monday, 30-04-2012	End of day
Last date for submission of Bids	Monday, 21-05-2012	15:00 PM
Opening Pre-Qualification & Technical Bids	Monday, 21-05-2012	15:00 PM onwards
Technical presentations (separate for Taxation & Cloud portions)	Tuesday, 23-05-2012 Wednesday, 24-05-2012	
Financial Bids opening	Will be intimated later	

1.3.11 Note:

1.3.11.1 The Purchaser shall not be responsible for non-receipt / no-delivery of the Bid documents due to any reason whatsoever.

1.3.11.2 Any bid delivered after the deadline will not be considered and returned unopened.

1.3.11.3 The bid (and any additional information requested subsequently) shall bear the signature of the authorized signatory and stamp of the entity thereof on each page of the bid, except for the un-amended printed literature.

1.4 Contents of the Tender Document

1.4.1 The Scope of Work, Tender procedures and Contract terms are prescribed in the Tender Document. In addition to Section I - Invitation for Bids, the Tender Document includes:

- HETD Section I - Instructions to Bidders;
- HETD Section II - General Conditions of the Contract;
- HETD Section III - Contents of Bid
- HETD Section IV - Scope of Work
- HETD Section V - Service Level Agreement
- HETD Annexure 1 - Functional Requirement Specifications - Core Software
- HETD Annexure 2 - Functional Requirement Specifications – Others
- HETD Annexure 3 - Technical Requirement Specifications
- HETD Annexure 4 - Cloud Computing Solution

1.4.2 The Bidder is expected to examine all instructions, forms, terms & conditions, and scope of work in the Tender Document and furnish all information as stipulated therein.

1.5 Cost of Tender

1.5.1 The Bidder shall bear all costs associated with the preparation and submission of its bid, including cost of presentation for the purposes of clarification of the bid, if so desired by the Purchaser.

1.5.2 The Purchaser, will in no case be responsible or liable for the above mentioned costs, regardless of the conduct or outcome of the Tendering process.

1.6 Procedure for Submission of Bids

1.6.1 The bids should contain the following:

- Pre-qualification (3 copies)
- Technical Bid (3 copies)
- Commercial Bid (1 copy)

1.6.2 **Bidders are requested to submit the Pre-Qualification** in a separate sealed cover **in accordance with** Clause 1.27 of this section, **describing the pre-qualifying technical competence of the Bidders. The technical evaluation would be done only for the Bidders who meet the pre-qualification conditions.**

1.6.3 Each copy of Pre-qualification bid, Technical Bid and Commercial Bid of the Tender should be covered in separate sealed covers super scribing “Pre Qualification Bid”, "Technical Bid" and “Commercial Bid” respectively. Each copy in each bid should also be marked as "Original", "First copy" and "Second copy". All the copies of each bid should be put in a single sealed cover super scribing "Pre-Qualification Bid", "Technical Bid" and “Commercial

Bid" as the case may be. Please Note that Prices should not be indicated in the Pre-Qualification Bid or Technical Bid and should only be indicated in the Commercial Bid only.

1.6.4 Each copy of the tender should be a complete document and should be bound as a volume. The document should be page numbered and appropriately flagged and must contain the list of contents with page numbers. Different copies must be bound separately. Bids not bounded appropriately e.g. in the form of loose papers, shall be rejected.

1.6.5 As part of the bid, Bidder should also provide the technical and commercial bid in soft copy format, in the form of a non-re-writeable CD –R (Compact Disc) as follows:

- Three CDs containing the Pre-Qualification bid - The CD containing Pre-Qualification bid should be sealed along with the hard copy of the 'Original' copy of the Pre-Qualification bid.
- Three CDs containing the technical bid - The CD containing technical bid should be sealed along with the hard copy of the 'Original' copy of the technical bid.
- One CD containing the commercial bid - The CD containing commercial bid should be sealed along with the hard copy of the 'Original' copy of the commercial bid.

1.6.6 All CDs submitted by the Bidder must be in sealed covers. The sealed covers as well as the CD media must be duly signed by the Bidder using a "Permanent Pen/Marker", should be super scribed with "Pre-Qualification Bid" / "Technical Bid" / "Commercial Bid" (as the case may be) and should bear the name of the Bidder.

1.6.7 Bidder must ensure that the information furnished by him in respective CDs is identical to that submitted by him in the original paper bid document. In case of any discrepancy observed by the Purchaser in the contents of the CDs and original paper bid documents, the information furnished on original paper bid document will prevail over the soft copy.

1.6.8 Bidder must ensure that Pre-Qualification Bid CD or Technical Bid CD do not contain any Commercial items / prices.

1.6.9 The three covers containing Pre-Qualification Bid, Technical Bid and the Commercial Bid should be put in another single sealed envelope clearly marked "**Selection of a System Integrator for implementation of Commercial Taxes e-Governance in Haryana**". This envelope is to be super scribed with Tender Number, Due Date, Item and the wordings **"DO NOT OPEN BEFORE 15:00 hours on DD-MM-YYYY**".

1.6.10 The cover thus prepared should also indicate clearly the name, address and telephone number of the Bidder.

1.7 Clarification on Tender Document

1.7.1 Bidder requiring any clarification on the Tender Document may submit his queries, in writing, at the Purchaser's mailing address and as per schedule indicated in Clause 1.3.10 of this section. The queries must be submitted in Microsoft Excel format as follows:

Sr. No.	Clause No.	Reference / Subject	Clarification Sought

Sr. No.	Clause No.	Reference / Subject	Clarification Sought

1.7.2 The Bidders shall bear in mind that their bids with any Technical or Commercial deviations will not be accepted, Thus, any issues / queries regarding Contract terms and conditions, Scope of Work, minimum requirements for Hardware infrastructure, essential features of the products / components and minimum staffing requirements etc, should be either clarified before bid submission or submitted to the Purchaser in writing as per the schedule indicated in Clause 1.3.10.

1.7.3 The Purchaser will respond in writing, to any request for clarification to queries on the Tender Document, received not later than the dates prescribed by the Purchaser in Clause 1.3.4 of this tender document. Written copies of the Purchaser's response would be put up on the **http://haryanatax.com/** website. Bidders are advised to keep browsing the information posted on the website.

1.7.4 The bidder will submit queries/clarifications separately for both core commercial taxes and cloud computing requirements.

1.8 Amendment of Tender Document

1.8.1 At any time prior to the last date for receipt of bids, the Purchaser, may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective Bidder, modify the Tender Document by an amendment.

1.8.2 The amendment will be posted on the http://haryanatax.com/ website. Bidders are advised to keep browsing the information posted on the website.

1.8.3 In order to provide prospective Bidders reasonable time in which to take the amendment into account in preparing their bids, the Purchaser may, at its discretion, extend the last date for the receipt of Bids.

1.8.4 Purchaser may at any time during the tendering process request the Bidder to submit revised Pre-Qualification / Technical / Commercial Bids and/or Supplementary commercial bids without thereby incurring any liability to the affected Bidder or Bidders.

1.9 Language of Bids

1.9.1 The bids prepared by the Bidder and all correspondence and documents relating to the bids exchanged by the Bidder and the Purchaser, shall be written **in English language**, provided that any printed literature furnished by the Bidder may be written in another language so long the same is accompanied by an English translation in which case, for purposes of interpretation of the bid, the English translation shall govern.

1.10 Documents Comprising the Bids

1.10.1 The bid prepared by the Bidder shall comprise of the following mandatory components, unless mentioned otherwise:

- **Pre-Qualification Bid** – A separate sealed cover shall comprise of the following:
  - Section 3 - Annexure 3.1.1: Pre-Qualification Bid Letter
  - Section 3 - Annexure 3.1.2 – Supporting Information for Pre-Qualification Conditions
  - Section 3 – Annexure 3.1.3 – Subcontractor details
  - Demand Draft for Tender Fees
  - Board Resolution / Authorization Letter executed by the Bidder in favour of the Principal Officer or the duly Authorized Representative, certifying him as an authorized signatory for the purpose of this Tender (Refer Clause 1.14 of this section).
- **Technical Bid** - The Technical Bid shall comprise of the following:
  - Section 3 - Annexure 3.2.1: Technical Bid Letter
  - Section 3 - Annexure 3.2.2: Bidder Details
  - Section 3 - Annexure 3.2.3: Technical Solution
  - Section 3 - Annexure 3.2.4: Approach and Methodology for Implementation of the Technical Solution

- Section 3 - Annexure 3.2.5: Approach & Methodology for Operations/ Maintenance of the Installed Infrastructure
- Section 3 - Annexure 3.2.6: Detailed Work Plan and Staffing Plan
- Section 3 - Annexure 3.2.7: Manpower Details
- Section 3 - Annexure 3.2.8: Profile of Personnel
- Section 3 - Annexure 3.2.9: Details of Experience of Responding Firm
- Section 3 - Annexure 3.2.10: Details Of Ineligibility for Corrupt or Fraudulent Practices / Blacklisted with any of the Government or Public Sector Units
- Section 3 - Annexure 3.2.11: Statement of Deviations from Schedule of Requirements
- Section 3 - Annexure 3.2.12: Statement of Deviations from Tender Terms & Conditions
- Section 3 - Annexure 3.2.13: Copy of Commercial Bid with the Price Column of the Price Bid Format Blanked Out
- Annexure 1 - Functional Requirement Specifications - Core Software
- Annexure 2 - Functional Requirement Specifications - Others
- Annexure 3 - Technical Requirement Specifications
- Section 3 - Annexure 3.3.4: Statement of Commercial Deviations

  Please note carefully that a blank copy of the commercial bid should be enclosed with the Technical Bid with the price column of the price bid format blanked out. A tick mark shall be provided against each item in the format to indicate that there is a quote against this item in the Commercial bid. Also note that Annexure 3.3.2 with the prices/values of commercial components included is also part of the Commercial Bid.

- **Commercial Bid** - The Commercial Bid shall comprise of the following:
  - Section 3- Annexure 3.3.1: Commercial Bid Letter
  - Section 3- Annexure 3.3.2: Bidder Particulars for Commercial Bid
  - Section 3- Annexure 3.3.3: Breakdown of Cost Components
  - Section 3 - Annexure 3.3.4: Statement of Commercial Deviations

1.10.2 Bidders may enclose with their bids, full details of all Solutions, Products and Services being offered with relevant documentation, descriptive literature/brochures supplementing the description and highlighting the design principles followed in line with Tender Objective/Requirements and special features. All documentation is required to be in English.

1.11 Bid Prices

1.11.1 The Bidder shall indicate in the proforma prescribed at Annexure 3.3.3 of Section IV, the unit rates and total Bid Prices of the goods and services, it proposes to provide under the Contract. Prices should be shown separately for each item as detailed in Bid Documents.

1.11.2 It is mandatory that Unit rates should be indicated in all the Tables as per the proforma prescribed at Annexure 3.3.3 of Section IV. The unit rates quoted for each item / sub-item

in the abovementioned proforma shall be used to calculate charges for 'change orders', if any. Procurement of items under "Change Order" shall not be binding on the Purchaser, and may be exercised by the Purchaser if required, at any time during the contract period.

1.11.3 The prices quoted shall be inclusive of transportation charges and all other expenses including but not limited to those related with the visits of Bidder's personnel in connection with the Facilities Management and other Services.

1.11.4 Bidder shall provide all the goods and services in accordance with the requirement of the Tender document and within the quoted price. It shall be the responsibility of the Bidder to fully meet all the requirements of the Tender document and to acquire all the required resources including but not limited to Manpower, Tools, HW and SW to render the services in an efficient and timely manner.

1.12 Firm Prices

1.12.1 Prices quoted must be firm and final and shall remain constant throughout the period of the contract and shall not be subject to any upward modifications, on any account whatsoever. The Bidder shall, therefore, indicate the prices in Annexure 3.3.3 of Section IV enclosed with the Bid. The Bid Prices shall be indicated in Indian Rupees (INR) only.

1.12.2 The Commercial bid should clearly indicate the price to be charged without any qualifications whatsoever and should include all taxes (sales, service, etc.), duties (excise & customs, etc), fees, levies, works contract tax and other charges as may be applicable in relation to the activities proposed to be carried out. It is mandatory that such charges wherever applicable/ payable should to be indicated separately in Annexure 3.3.3 of Section IV.

1.13 Discount

1.13.1 The Bidders are advised not to indicate any separate discount. Discount, if any, should be merged with the quoted prices. Discount of any type, indicated separately, will not be taken into account for evaluation purpose. However, in the event of such an offer, without considering discount, is found to be the lowest, the Purchaser shall avail such discount at the time of award of contract.

1.14 Bidder Authorization

1.14.1 The "Bidder" as used in the tender documents shall mean the one who has signed the Tender Form. The Bidder must be a duly Authorized Representative. All certificates and documents (including any clarifications sought and any subsequent correspondences) received hereby, shall, as far as possible, be furnished and signed by the representative.

1.14.2 The authorization for the Authorized Representative shall be indicated by written Board Resolution / Authorization Letter accompanying the bid.

1.14.3 The power or authorization and any other document consisting of adequate proof of the ability of the signatory to bind the Bidder shall be annexed to the bid.

1.15 Particulars for Bid Security

1.15.1 The Bidder shall furnish, as part of its bid, a bid security of the amount mentioned in Clause 1.2.

1.15.2 The bid security is required to protect the Purchaser against the risk of Bidder's conduct which would warrant the security's forfeiture, pursuant to Clause 1.15.7.

1.15.3 Bid Security of Rs. 50,00,000 (Rupees Fifty Lakh only) is to be submitted in the form of Demand Draft issued by a Nationalized / Scheduled Bank valid for 180 days from submission of tender. Bid security is to be issued in favor of "Excise & Taxation Commissioner, Haryana" payable at Panchkula, Haryana. Bid security is refundable.

1.15.4 No Bidder is exempted from furnishing of bid security.

1.15.5 Unsuccessful Bidder's bid security will be discharged/ returned after award of contract to the successful Bidder. No interest will be paid by the Purchaser on the Bid security amount.

1.15.6 The successful Bidder's bid security will be discharged upon the Bidder executing the Contract, pursuant to Clause 1.35 of this section and furnishing the performance security, pursuant to Clause 1.36 of this section. No interest will be paid by the Purchaser on the Bid security amount.

1.15.7 The bid security may be forfeited:

- If a Bidder withdraws its bid during the period of bid validity specified by the Bidder in the Bid; or
    - in the case of a successful Bidder, if the Bidder fails;
    - to sign the Contract in accordance with Clause 1.35 of this section; or
    - to furnish performance security in accordance with Clause 1.36 of this section

1.16 Period of Validity of Bids

1.16.1 Bids shall remain valid for **180 days** after the date of opening of Technical Bids prescribed by the Purchaser.

1.16.2 The Purchaser may request the Bidder(s) for an extension of the period of validity. The request and the responses thereto shall be made in writing. The validity of bid security provided under Clause 1.15.3 of this section shall also be suitably extended.

1.17 Format and Signing of Bid

1.17.1 The Bidder shall prepare three copies of the Bid, clearly marking each "Original", "First Copy", and "Second Copy" as appropriate in accordance with Clause 1.4 of this section. In the event of any discrepancy between them, the original shall govern.

1.17.2 The original and all copies of the bid shall be typed or written in indelible ink. The original and all copies shall be signed by the Bidder or a person or persons duly authorized to bind the Bidder to the Contract in accordance with Clause 1.14. All pages of the 'Original' bid document shall be initialed and stamped by the person or persons signing the bid.

1.17.3 The bid shall contain no interlineations, erasures or overwriting except as necessary to correct errors made by the Bidder, in which case such corrections shall be initialed by the person or persons signing the bid.

1.17.4 The Bidder shall **duly sign and seal its bid** with the exact name of the firm/company to whom the contract is to be issued.

1.17.5 The Bidder shall seal and mark the original and each copy of the Bid strictly in accordance with Clause 1.6 of this section.

1.17.6 If the outer cover of the bid is not sealed and marked as required by Clause 1.6 of this section, the Purchaser will assume no responsibility for the bid's misplacement or premature opening.

1.18 Revelation of Prices

1.18.1 Prices in any form or by any reason before opening the Commercial Bid should not be revealed. If price change is envisaged due to any clarification, revised Bids in a separate sealed cover can be called from all the Bidders by the Purchaser.

1.19 Terms and Conditions of Bidders

1.19.1 Printed terms and conditions (General Conditions) of the Bidder will not be considered as forming part of their Bids. In case terms and conditions of the contract applicable to this Invitation of tender are not acceptable to any Bidder, he should clearly specify deviation in his Technical Bid, Annexure 3.2.10 and 3.2.11 of Section III of this RFP. Similarly in case the Services being offered have deviations from the requirements/ specifications laid down in this RFP, the Bidder shall describe in what respects and to what extent the Services being offered differ/deviate from the requirements, even though the deviations may not be very material. The Bidder must state categorically whether or not his offer conforms to tender requirements / specifications and indicate deviations, if any, in his Technical Bid (Annexure 3.2.10 and 3.2.11 of Section III of this RFP)

1.19.2 Any deviations / assumptions mentioned elsewhere in the Bid, other than the formats (Annexure 3.2.10 and 3.2.11 of Section III) will not be considered by the Purchaser.

1.19.3 The deviations taken in general terms and conditions will be discussed during contract finalization with the selected vendor.

1.20 Local Conditions

1.20.1 It will be imperative on each Bidder to fully acquaint himself with the local conditions which would have any effect on the performance of the contract and / or the cost.

1.20.2 The Bidder is expected to obtain for himself on his own responsibility all information that may be necessary for preparing the bid and entering into contract. Obtaining such information shall be at Bidder's own cost.

1.20.3 Failure to obtain the information necessary for preparing the bid and/or failure to perform activities that may be necessary for designing an optimal solution before entering into contract will in no way relieve the successful Bidder from performing any work in accordance with the Tender documents, as a lump sum turnkey contract.

1.20.4 It will be imperative for each Bidder to fully inform themselves of all legal conditions and factors which may have any effect on the execution of the contract as described in the bidding documents.

1.20.5 It is the responsibility of the Bidder that such factors have properly been investigated and considered while submitting the bid proposals and that no claim whatsoever including those for financial adjustment to the contract awarded under the bidding documents will be entertained by the Purchaser and that neither any change in the time schedule of the contract nor any financial adjustments arising thereof shall be permitted by the Purchaser on account of failure of the Bidder to appraise themselves of local laws and conditions.

1.21 Last Date for Receipt of Bids

1.21.1 Bids will be received by the Purchaser at the address specified under Clause 1.3 not later than the time and date specified in Clause 1.3. In the event of the specified date for the receipt of Bids being declared a holiday for the Purchaser, the Bids will be received up to the appointed time on the next working day.

1.21.2 The Purchaser may, at its discretion, extend the last date for the receipt of bids by amending the Tender Document in accordance with Clause 1.8, in which case all rights and obligations of the Purchaser and Bidders previously subject to the last date will thereafter be subject to the last date as extended. Notice for extension of last date for bid submission, if any, will be published on http://haryanatax.com/ website.

1.22 Late Bids

1.22.1 Any bid received by the Purchaser after the last date for receipt of bids prescribed by the Purchaser, pursuant to Clause 1.3, will be rejected and/or returned unopened to the Bidder.

1.23 Modification and Withdrawal of Bids

1.23.1 The Bidder may modify or withdraw its bid after the bid's submission, provided that written notice of the modification or withdrawal is received by the Purchaser prior to the last date prescribed for submission of bids.

1.23.2 The Bidder's modification or withdrawal notice shall be prepared, sealed, marked and dispatched. A withdrawal notice may also be sent by fax but followed by a signed confirmation copy, post marked not later than the last date for submission of bids.

1.23.3 No bid may be altered / modified subsequent to the closing time and date for submission of bids. Unsolicited correspondences from Bidders will not be considered.

1.23.4 No bid may be withdrawn in the interval between the last date for receipt of bids and the expiry of the bid validity period specified by the Bidder in the Bid. Withdrawal of a bid during this interval may result in the Bidder's forfeiture of its bid security.

1.24 Address for Correspondence

1.24.1 The Bidder has designated the official mailing address, place and fax number stated in Clause 1.3.2. All correspondence shall be sent by the Purchaser on this address only.

1.25 Contacting the Purchaser

1.25.1 Any effort by a Bidder to influence the Purchaser's bid evaluation, bid comparison or contract award decisions may result in the rejection of the Bidder's bid.

1.26 Opening of Bids by Purchaser

1.26.1 The Purchaser will open the Pre-Qualification and Technical Bids in the presence of the representatives of the Bidders who choose to attend, at the time, date and place, as mentioned in Clause 1.3 of this Document.

1.26.2 The Bidders' names, modifications, bid withdrawals and the presence or absence of the requisite Bid Security and such other details as the Purchaser, at its discretion, may consider appropriate will be announced at the bid opening.

1.27 Conditions for Pre-Qualification of Bidders

1.27.1 Pursuant to Clause 1.6, the prospective Bidder shall have to enclose along with the letter of pre-qualification, documentary evidence in support of following mentioned Pre-Qualification conditions in the absence of which the bid will be rejected summarily. The technical bid will be evaluated only for the Bidders qualifying the pre-qualification conditions. Bidder must fulfill the Pre-Qualification criteria and must individually provide the Pre-Qualification documents as documentary evidence.

1.27.2 The Bidder should fulfill the minimum criteria mentioned in the table below:

Sr. No.	Pre-qualification Criteria	Documentary Evidence Required	Method of Verification
Bidder.PQ. 1	The Bidder should be registered under the Companies Act, 1956, should have registered offices in India and should be in existence for at least the last 5 years, as on 31st March 2012.	Copy Certificate of Incorporation issued by Registrar of Companies	Self-attestation of the copy by authorized signatory will be verified.
Bidder.PQ. 2	The Bidder should have an **annual turnover** of at least **Rs. 500 Crores** from the IT Business (System Integration Services, Software Development Services, Hardware supply, installation, commissioning, and facilities management services) during **each of the last three financial years** (i.e. 2008-2009, 2009-10, 2010-11)	1. Audited Balance Sheet / Annual Reports and Profit & Loss account statements for each of the three years clearing stating nature of services AND 2. Auditor's certificate stating annual turnover from the IT Business, networth and profit after tax for **each of the last three financial years** (i.e. 2007-2008, 2008-09, 2009-10)	Audited Balance Sheet / Annual Reports and Profit & Loss account statements for each of the three years will be verified. Information from any publicly available source, or as declared with any Government organization may also be used for verification
Bidder.PQ. 3	The Bidder should have **net worth of Rs. 75 crores** (measured as paid-up capital plus free reserves) and **profit after tax of Rs. 50 crores** during **each of the last three financial years** (i.e. 2008-2009, 2009-10, 2010-11)		
Bidder.PQ. 4	The Bidder should have experience of **executing / be in the process of executing** large turnkey IT projects (with scope of work similar to that specified in this document) over multiple locations for a Central/State Government organization / PSU in India or such similar	Experience details as per the Annexure 3.2.9: Details of Experience of responding firm of	Physical verification and / or interactions with client (for whom contact details have been

Sr. No.	Pre-qualification Criteria	Documentary Evidence Required	Method of Verification
	international experience, in **at least three projects** each of which is not less than **Rs. 25 Crores** in total contract value*, during **last 5 years** (as on 31.03.2012). The work order for proposed projects should be signed before 31.03.2011. At least one of these three projects should be completed in last 5 years as on 31 March 2012. Atleast one of these three project should have value of "Application Development & Maintenance Services" more than Rs. 5 crores. * 'total contract value' or 'value of services already delivered' of a particular project shall mandatorily include value of "Application Development & Maintenance Services" and additionally any of the 2 of the following elements: • Hardware procurement and deployment • Data center setup and maintenance • Facilities Management Services • IT Support and Maintenance Services • Provision of citizen services	Section III - Contents of Bid along with documentary evidence for scope of work and contract value, along with client contact details, in the form of Work order / Purchase order / Completion certificate from client In case project is in steady state operations, appropriate certificate stating the same from the client should be furnished	provided) may be conducted.
Bidder.PQ.5	The bidder should have an office in **NCR** region (Delhi, Gurgaon, Faridabad, Ghaziabad and Noida), **Haryana** or **UT Chandigarh** (Chandigarh, Mohali and Panchkula) with **minimum 100 professionally qualified personnel (relevant degree holders B. Tech / B.E / MCA / M. Tech / MBA).** However, if the presence in the above locations is not there, the bidder should give an	Relevant Documents or Undertaking signed by the Authorized Signatory	Site visits to local offices (within state of Haryana) and / or to nearest located facility may be conducted

Sr. No.	Pre-qualification Criteria	Documentary Evidence Required	Method of Verification
	undertaking for establishment of an office with minimum 100 professionally qualified personnel (relevant degree holders B. Tech / B.E / MCA / M. Tech / MBA), within two months of award of the contract.		
Bidder.PQ.6	The Bidder should have a CMM / CMMi Level 5 certification Note: 1. In case the certificate is due for renewal, the Bidder to provide the last valid certificate along with a certificate from authorized signatory that the renewed certificate will be made available at least by the time of opening of commercial bids. 2. In case the certificate is not provided by the mentioned time, the bidder will be disqualified and its commercial bids will not be considered for evaluation. Commercial bids of such bidders will be returned un-opened.	Copy of the Certificate(s) signed and stamped by the authorised signatory of the Bidder	Self-attestation may be verified.
Bidder.PQ.7	The Bidder should have **at least 5,000 professionally qualified personnel** (relevant degree holders B. Tech / B.E / MCA / M. Tech / MBA) working in the areas of software development, networking systems integration, IT infrastructure maintenance **in India as on 31.03.2012**	Certificate from authorized person in HR Department of the Bidder for exact number of professionally qualified personnel and their educational degree on the rolls of the company	Authorized signatory and HR department signatures may be verified
Bidder.PQ.8	The Bidder should submit the Bid Security of Rs. Rs. 50,00,000 as per Clause 1.2	Bid Security in form of Demand Draft	Physical Verification of submission of Bid

Sr. No.	Pre-qualification Criteria	Documentary Evidence Required	Method of Verification
			Security at the time of Bid opening
Bidder.PQ. 9	The Bidder should submit the tender fees (non-refundable) of Rs. 25,000 as per Clause 1.2	Tender fees in form of Demand Draft	Physical Verification of submission of Bid Security at the time of Bid opening
Bidder.PQ. 10	The Bidder shall not be under a **declaration of ineligibility / banned / blacklisted** by any State or Central Government / any other Government institutions in India for any reason as on last date of submission of the Bid or convicted of economic offence in India for any reason as on last date of submission of the Bid.	Declaration by authorised signatory of the Bidder	Any information made available to the Purchaser may be used for verification
Bidder.PQ. 11	The Bidder shall furnish an affirmative statement as to existence of, absence of, or potential for **conflict of interest** on the part of the bidder, due to prior, current, or proposed contracts, engagements, or affiliations with any of the clients – that may have an impact of the contract with Purchaser	Declaration by authorised signatory of the Bidder	Any information made available to the Purchaser may be used for verification
Bidder.PQ. 12	**Board Resolution / Authorization Letter,** in the name of person signing the Bid, authorizing him / her to submit/execute this agreement as a binding document	Board Resolution / Authorization Letter	Board Resolution / Authorization Letter

1.28 Evaluation of Technical Bids

1.28.1 In this part, the technical bid will be reviewed for determining the eligibility of the Bidder for the Project and to ascertain Compliance of the Technical bids with the Tender terms and conditions, technical requirements and scope of work as defined in this tender.

1.28.2 This shall be the second stage of the evaluation by the Purchaser. Only those Bidders who cross the threshold level of Technical Evaluation indicated below and adhere to the purchaser's technical requirements shall be considered for financial evaluation.

1.28.3 In case of no response by the Bidder to any of the requirements with regard to the contents of the Technical Bid, he shall not be assigned any marks for the same

1.28.4 Evaluation criteria proposed to be adopted will be Quality cum Cost Based System (QCBS) where **Technical Bid Score will get a weightage of 70% and Financial Bid Score a weightage of 30%**.

1.28.5 Technical bid of the bidder shall be opened and evaluated for acceptability of Techno-functional requirements, deviations and technical suitability. Bidders shall respond to the requirements as explained below for their evaluation with regard to experience and qualification. Also, Bidder shall refer and respond to ALL technical requirements as mentioned in the RFP document. The evaluation process would also include a presentation of technical proposal by the Bidder.

1.28.6 Technical Evaluation shall be on the basis the following parameters and associated marks:

Technical Evaluation Criteria				
Sr. No.	**PARAMETER**	**MAX. MARKS**	**MIN. MARKS Required**	**Evidence to be submitted**
TOTAL		**1,000**	**700**	
A	**Service Provider Strength**	**250**	**175**	
A.1	**Past Experience of the Service Provider**	**250**	**-**	
A.1.1	**System Integration:** Experience of Bidder in executing / be in the process of executing **large turnkey IT projects involving 25+ locations and 1,000+ users during last 5 years** (as on 31.03.2012) • 10 marks per project (maximum 5 projects)	85	-	Experience details as per the **Annexure 3.2.9: Details of Experience of responding firm of Section III - Contents of Bid** along with documentary evidence for scope of work and contract value, along with client contact details, in the form of

Technical Evaluation Criteria				
Sr. No.	**PARAMETER**	**MAX. MARKS**	**MIN. MARKS Required**	**Evidence to be submitted**
	• Additional 4 marks will be provided for projects with Central / State Government / PSU Organization in India • Additional 3 marks will be provided for the completed projects in last 5 years			Work order / Purchase order / Completion certificate from client
A.1.2	**Tax Administration:** Experience of Bidder in executing / be in the process of executing **turnkey IT projects in Indirect taxation excluding customs involving 25+ locations and 1,000+ users** during last 5 years (as on 31.03.2012). • 15 marks per project (maximum 3 projects) • Additional 10 marks will be provided for the completed projects in last 5 years	75	-	Experience details as per the **Annexure 3.2.9: Details of Experience of responding firm of Section III - Contents of Bid** along with documentary evidence for scope of work and contract value, along with client contact details, in the form of Work order / Purchase order / Completion certificate from client
A.1.3	**Training in Government sector:** Experience of Bidder in development of training material and delivery of training for use of IT applications (application developed / customized) / basic computer skills / IT systems during last 5 years (as on 31.03.2012). • 10 marks per project (maximum 5 projects)	50	-	Experience details as per the **Annexure 3.2.9: Details of Experience of responding firm of Section III - Contents of Bid** along with documentary evidence for scope of work and contract value, along with client contact details, in the form of Work order / Purchase order / Completion certificate from client
A.1.4	**Handholding in IT implementation for Central or State Government or PSU:** Experience of Bidder of providing	40	-	Experience details as per the **Annexure 3.2.9: Details of Experience of responding firm**

Technical Evaluation Criteria				
Sr. No.	**PARAMETER**	**MAX. MARKS**	**MIN. MARKS Required**	**Evidence to be submitted**
	handholding services in IT implementation for more than 12 months after implementation in Central / State Government/ PSU Organization in India having more than 1000 users during last 5 years (as on 31.03.2012) • 20 marks per project (maximum 2 projects)			**of Section III - Contents of Bid** along with documentary evidence for scope of work and contract value, along with client contact details, in the form of Work order / Purchase order / Completion certificate from client
B	**Technical Solution**	**450**	**315**	
B1	**Functional fitment of the solution proposed**	**150**	**-**	
B.1.1	On the basis of response to • HETD Annexure 1 - Functional Requirement Specifications - Core Software – 100 Marks • HETD Annexure 2 - Functional Requirement Specifications – Others – 50 Marks	150	-	Signed Technical Bid
B.2	**Overall Approach & Methodology (Paper based evaluation of the facts presented in the technical proposal response)**	**75**	**-**	
B.2.1	• Understanding of Requirements – 15 Marks • Overall Solution architecture – 30 Marks • Strategy for Project Monitoring – 25 marks • Implementation Plan for FMS support – 5 Marks	75	-	Signed Technical Bid

Technical Evaluation Criteria				
Sr. No.	**PARAMETER**	**MAX. MARKS**	**MIN. MARKS Required**	**Evidence to be submitted**
B.3	**Work Plan**	**50**	**-**	
B.3.1	**Project Timelines** • Comprehensiveness of Roll Out Plan – 10 Marks • Work Breakdown Structure and identification of Key Tasks – 10 Marks • Whether all activities logically sequenced – 10 Marks • Strategy to meet the timelines mentioned in RFP for each component – 10 Marks • Whether proposed timelines are feasible and practical – 10 Marks	50	-	Signed Technical Bid
B.4	**Training & Operations methodology**	**50**	**-**	
B.4.1	• Training Methodology and approach – 15 marks • Training plan demonstrating effective usage of available time – 10 marks • Innovativeness in imparting the training to the participants – 5 marks • Sample of training modules and training contents – 15 marks • Adoption of standards in the case of Web based Training delivery, if proposed – 5 marks		-	Signed Technical Bid
B.5	**Program Management Methodology**	**75**	**-**	
B.5.1	Program Management: **If Be-Spoke development for Core Tax**	75	-	Signed Technical Bid

Technical Evaluation Criteria				
Sr. No.	**PARAMETER**	**MAX. MARKS**	**MIN. MARKS Required**	**Evidence to be submitted**
	System: • Team Structure with resources proposed for various stages (onsite & offsite) – 20 Marks • Formal approach to PM, usage of specific tools – 15 Marks • Approach proposed for SLA Monitoring, its tools etc – 15 Marks • Quality control procedures proposed – 15 Marks • Risks as seen on this project and their mitigation plan proposed – 10 Marks **If COTS product for Core Tax System:** • Team Structure with resources proposed for various stages, including resources from OEM of COTS product (onsite & offsite) – 20 Marks • Formal approach to PM, usage of specific tools and resources from OEM of COTS product – 15 Marks • Approach proposed for SLA Monitoring, its tools etc – 15 Marks • Quality control procedures proposed, resources from OEM of COTS product – 15 Marks • Risks as seen on this project and their mitigation plan proposed, resources from OEM of COTS product – 10 Marks			
B.6	**Technical Presentation**	**50**	**-**	

Technical Evaluation Criteria				
Sr. No.	**PARAMETER**	**MAX. MARKS**	**MIN. MARKS Required**	**Evidence to be submitted**
	Technical Presentation (The Technical presentation shall be shared with HETD in hard and soft copy. The Technical presentation will be part of the Technical Offer of the bidder and will be included in the contract to be signed)	50	-	Presentation to Excise & Taxation Department, Haryana
C	**Manpower Requirements**	**300**	**210**	
C1	Project Director **Award of marks will be as follows:** • Experience: Number of Government / PSU Projects o >= 5 – 20 Marks o 2 to 4 – 10 marks o =< 1 – 0 Marks • Experience: Number of Turnkey IT web-based transaction systems involving delivery of citizen services from multiple locations o >= 3 - 10 Marks o 1 to 2 - 5 Marks o < 1 – 0 Marks • Experience: Number of Projects dealing with Indirect Tax o > = 3 – 10 Marks o 1 to 3 – 5 marks o < 1 – 0 Marks	40	-	CV as per **Annexure 3.2.8: Profile of Personnel of Section III - Contents of Bid** and certified by Authorized signatory of Bidder
C2	Project Manager • Experience: Number of Turnkey IT web-based transaction systems involving delivery of citizen services from multiple locations o >= 3 – 15 Marks o 1 to 2 – 10 marks o < 1 – 0 Marks • Experience: Number of Projects dealing with Indirect Tax computerization o >= 3 – 15 Marks o 1 to 2 – 10 marks o < 1 – 0 Marks • Experience: Number of Government / PSU Projects	50	-	CV as per **Annexure 3.2.8: Profile of Personnel of Section III - Contents of Bid** and certified by Authorized signatory of Bidder

Technical Evaluation Criteria				
Sr. No.	**PARAMETER**	**MAX. MARKS**	**MIN. MARKS Required**	**Evidence to be submitted**
	○ >= 3 – 10 Marks ○ 1 to 2 – 5 marks ○ < 1 – 0 Marks • Certification: Project management ○ Prince2 or PMP or PMI Certification: 10 marks			
C3	Solution Architect (Software) **If Be-Spoke development for Core Tax System:** Solution Architect (Software) **Award of marks will be as follows:** • Experience: Number of Turnkey IT web-based transaction systems involving delivery of citizen services from multiple locations ○ >= 5 – 25 Marks ○ 2 to 4 – 15 Marks ○ =< 1 – 0 Marks • Experience: Number of Government / PSU Projects ○ >= 3 – 15 Marks ○ 1 to 2 – 10 marks ○ < 1 – 0 Marks • Experience: Number of Projects dealing with Indirect Tax computerization ○ >= 3 – 10 Marks ○ 1 to 2 – 5 marks ○ < 1 – 0 Marks **If COTS product for Core Tax System:** Solution Architect (Software) **Award of marks will be as follows:** • Experience: Number of Turnkey IT web-based transaction systems on the same COTS product ○ >= 5 – 25 Marks ○ 2 to 4 – 15 Marks ○ =< 1 – 0 Marks • Experience: Number of Government / PSU Projects ○ > = 3 – 15 Marks ○ 1 to 2 – 10 marks ○ < 1 – 0 Marks • Experience: Number of Projects dealing with Indirect Tax computerization ○ >= 3 – 10 Marks	50	-	CV as per **Annexure 3.2.8: Profile of Personnel of Section III - Contents of Bid** and certified by Authorized signatory of Bidder

Technical Evaluation Criteria				
Sr. No.	**PARAMETER**	**MAX. MARKS**	**MIN. MARKS Required**	**Evidence to be submitted**
	○ 1 to 2 – 5 marks ○ < 1 – 0 Marks			
C4	Business Analyst and Tax Expert **Award of marks will be as follows:** • Experience: Number of Indirect Taxation Computerization Projects ○ >= 5 – 30 Marks ○ 2 to 4 – 20 Marks ○ =< 1 – 0 Marks • Experience: Number of Government / PSU Projects ○ > = 3 – 20 Marks ○ 1 to 2 – 15 marks ○ < 1 – 0 Marks	50	-	CV as per **Annexure 3.2.8: Profile of Personnel of Section III - Contents of Bid** and certified by Authorized signatory of Bidder
C5	Solution Architect (Hardware and Network) **Award of marks will be as follows:** • Experience: Number of Turnkey IT web-based transaction systems involving delivery of citizen services from multiple locations ○ >= 5 - 25 Marks ○ 2 to 4 - 10 Marks ○ =< 1 – 0 Marks • Experience: Number of Government / PSU Projects ○ > = 3 – 25 Marks ○ 1 to 2 – 10 marks ○ < 1 – 0 Marks • Experience: Number of Projects dealing with Indirect Tax computerization ○ >= 3 – 10 Marks ○ 1 to 2 – 5 marks ○ < 1 – 0 Marks	50	-	CV as per **Annexure 3.2.8: Profile of Personnel of Section III - Contents of Bid** and certified by Authorized signatory of Bidder
C6	Database Administrators **Award of marks will be as follows:** • Experience: Number of projects as DBA in large IT turnkey projects involving web-based transaction systems ○ >= 3 – 10 Marks ○ 1 to 2 – 5 marks ○ < 1 – 0 Marks • Certification: Certification on the products prop0sed	20	-	CV as per **Annexure 3.2.8: Profile of Personnel of Section III - Contents of Bid** and certified by Authorized signatory of Bidder

Technical Evaluation Criteria				
Sr. No.	**PARAMETER**	**MAX. MARKS**	**MIN. MARKS Required**	**Evidence to be submitted**
	○ Yes, for all DBAs – 10 Marks ○ Yes, for at least one of the DBAs – 5 marks ○ No – 0 Marks			
C7	System Administrator **Award of marks will be as follows:** • Experience: Number of projects as System Administrator for large IT turnkey projects involving web-based service delivery in a high availability environment and deployment at multiple locations ○ >= 5 – 20 Marks ○ 2 to 4 – 5 marks ○ =< 1 – 0 Marks	20	-	CV as per **Annexure 3.2.8: Profile of Personnel of Section III - Contents of Bid** and certified by Authorized signatory of Bidder
C8	Trainers: **Award of marks will be as follows:** • Experience: Number of Government / PSUs Projects ○ >= 5 – 20 Marks ○ 2 to 4 – 5 marks ○ =< 1 – 0 Marks	20	-	CV as per **Annexure 3.2.8: Profile of Personnel of Section III - Contents of Bid** and certified by Authorized signatory of Bidder

1.28.7 The Bidder would be technically evaluated out of 1,000 marks. Technical score of all Bidders will be calculated on the basis of the following formula:

Technical Score of Bidder (TS) =

$$\frac{\text{Technical Score of the Bidder}}{10} \times 70\%$$

1.28.8 All the Bidders who secure minimum 70% in each of the Broad Evaluation Parameters and also who secure overall minimum of 70% will be considered as technically qualified. In addition, the bidder must pass the minimum technical evaluation criteria for the cloud solution as specified in Annexure 4. Only those who satisfy both these criteria will be considered as technically qualified.

1.29 Evaluation of Commercial Bids

1.29.1 The commercial bids shall be evaluated by the Purchaser for completeness and accuracy. Arithmetical errors will be rectified on the following basis. If there is a discrepancy between the unit price and the total price that is obtained by multiplying the unit price and quantity,

the unit price shall prevail and the total price shall be corrected. If there is a discrepancy between words and figures, the amount in words will prevail.

1.29.2 The Total Bid Price will be summation of Haryana Excise and Taxation department cost as per section 3.3 of HETD Section III - Contents of Bid and the total cost of the cloud solution as per commercial format prescribed in Annexure 4 of the RFP, computed as above, shall be used by the Purchaser for the purpose of commercial evaluation of bids.

1.29.3 Purchaser reserves the right to cancel scope of work related to cloud solution, if required, and evaluate the bidders only on the basis of bids received as per section 3.3 of HETD Section III - Contents of Bid.

1.29.4 The Bid having the Lowest Commercial Quote shall be termed as the Highest Evaluated Bid and will be awarded 100 marks. Commercial score of all the other Bidders will be calculated on the basis of the following formula:

Commercial score of Bidder (CS) =

$$\frac{\text{Commercial Quote of the lowest Bidder} \times 100}{\text{Commercial Quote of the Bidder}} \times 30\%$$

1.29.5 Total Score of the Bidder

Total score of the each bidding party will be computed by adding the Technical score and Commercial Score on the basis of the following formula:

Total Score = TS + CS

1.29.6 The Bidder whose bid has secured the “Highest Total Score” out of 100 as per above evaluation will be considered as best evaluated Bid.

1.30 Post Qualification and Award Criteria

1.30.1 The Purchaser will determine to its satisfaction whether the Bidder selected as having submitted the lowest commercial bid is qualified to satisfactorily perform the Contract.

1.30.2 This determination will take into account the Bidder's financial, technical, implementation and post-implementation strengths and capabilities. It will also include examination of the documentary evidence submitted by the Bidder as part of the bid and any other information as the Purchaser deems necessary and appropriate.

1.30.3 An affirmative determination will be a prerequisite for award of the Contract to the Bidder. A negative determination will result in rejection of the Bidder's bid, in which event; the Purchaser will proceed to the next best evaluated bid to make a similar determination of that Bidder's capabilities to perform satisfactorily.

1.30.4 The Purchaser will award the Contract to the successful Bidder whose bid has been the best evaluated bid defined under this Tender, provided further that the Bidder is determined to be qualified to perform the Contract satisfactorily.

1.30.5 The Purchaser is not bound to accept any bid, wholly or in part.

1.31 Purchaser's Right to Vary Scope of Contract

1.31.1 The Purchaser may at any time, by a written order given to the Bidder, make changes within the quantities, specifications, services or scope of the Contract as specified.

1.31.2 If any such change causes an increase or decrease in the cost of, or the time required for the Bidder's performance of any part of the work under the Contract, whether changed or not changed by the order, an equitable adjustment shall be made in the Contract Price or time schedule, or both, and the Contract shall accordingly be amended. Any claims by the Bidder for adjustment under this Clause must be asserted within thirty (30) days from the date of the Bidder's receipt of the Purchaser's changed order.

1.32 Purchaser's Right to Accept and Reject Bids

1.32.1 The Purchaser reserves the right to accept any bid, and to annul the Tender process and reject all bids at any time prior to award of Contract, without thereby incurring any liability to the affected Bidder or Bidders or any obligation to inform the affected Bidder or Bidders of the grounds for the Purchaser's action.

1.32.2 The Purchaser reserves the right to negotiate the commercials with the selected Bidder and seek revised commercial bid.

1.33 Notification of Award

1.33.1 Prior to the expiration of the period of bid validity, pursuant to Clause 1.16, the Purchaser will notify the successful Bidder in writing that its bid has been accepted.

1.34 Negotiations with the successful Bidder

1.34.1 If required, negotiations will be held at the date, time and address intimated to the qualified and selected Bidder. Representatives conducting negotiations on behalf of the Bidder must have written authority to negotiate and conclude a Contract.

1.35 Signing of Contract

1.35.1 After completing negotiations the Purchaser shall issue a Letter of Intent to the selected Bidder and promptly notify all other Bidders who have submitted proposals about the decision taken.

1.35.2 The Bidder will sign the contract after fulfilling all the formalities/pre-conditions mentioned in the standard form of contract in Annexure 3.6 of Section III within 15 days of issuance of the letter of intent.

1.35.3 Upon the successful Bidder's furnishing of performance security pursuant to Clause 1.36 of this section, the Purchaser may notify each unsuccessful Bidder and will discharge its bid security, pursuant to Clause 1.15 of this section.

1.36 Performance Security

1.36.1 The successful Bidder shall furnish the performance security in the form of an unconditional, irrevocable and continuing Bank Guarantee of 10% of the total contract value before or at the time of signing the Contract, in the Contract Performance Security Bond prescribed at Annexure 3.5 of Section III. The Performance security should be valid up to a period of three months after the contract period.

1.36.2 Failure of the successful Bidder to comply with the requirement of Clause 1.35 or Clause 1.36 of this section shall constitute sufficient grounds for the annulment of the award and forfeiture of the bid security, in which event the Purchaser may award the Contract to the next best evaluated bidder or call for new bids.

1.37 Confidentiality of the Document

1.37.1 This Tender Document is confidential and the Bidder shall ensure that anything contained in this Tender Document shall not be disclosed in any manner, whatsoever to parties other than the proposed OEMs and Authorized Service Providers.

1.38 Bidder related conditions

1.38.1 The Bidder shall prepare the bid based on details provided in the Tender documents. It must be clearly understood that the quantities, specifications and diagrams that are included in the Tender document are intended to give the Bidder an idea about the scope and magnitude of the work and are not in any way exhaustive and guaranteed by Purchaser.

1.38.2 The Bidder shall ensure that the solution proposed by him meets the functional requirements, conceptual design, performance requirements and other Tender requirements. Performing of any activity required to design an optimal solution shall be at Bidder's own cost.

1.38.3 Bidder shall carry out the sizing of the solution based on internal assessment and analysis, which may include the use of modeling techniques wherever necessary.

1.38.4 Bidder must propose a solution best suited to meet the requirements of the Purchaser. If, during the sizing of the solution, any upward revisions of the specifications and/or quantity as given in this tender document, are required to be made to meet the conceptual design and/or requirements of Tender, all such changes shall be included in the technical proposal and their commercial impact, thereof, included in the commercial bid.

1.38.5 If, during the sizing of the solution, any additional product that is not listed in the Tender document is required to be included to meet the conceptual design, performance requirements and other requirements of Tender, all such product(s) should be included by the Bidder in the technical proposal and their commercial impact, thereof, included in the commercial bid.

1.38.6 The Purchaser will in no case be responsible or liable for any costs associated with the design/sizing of the proposed solution, regardless of the conduct or outcome of the Tendering process.

1.38.7 If at any stage during the currency of the contract, the solution proposed does not meet the functional requirements, conceptual design, performance requirements/SLA, and other requirements of Tender, the Bidder shall revise the required specifications and/or quantities as proposed by the Bidder in his bid in order to meet the said objectives/targets. All such provisions shall be made by the Bidder within the lump sum contract price, at no extra cost to the Purchaser and without any impact to the Purchaser whatsoever.

1.39 Consortium related conditions

1.39.1 The Bidder is not allowed to form consortium.

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1.40 Rejection Criteria

1.40.1 Besides other conditions and terms highlighted in the tender document, bids may be rejected under following circumstances:

1.40.2 General Rejection Criteria

- Bids submitted without or improper Bid Security and tender fees.
- Bids received through non-prescribed modes such as Fax/E-Mail.
- Bids not bounded appropriately e.g. in the form of loose papers.
- Bids which do not confirm unconditional validity of the bid as prescribed in the Tender.
- If the information provided by the Bidder is found to be incorrect / misleading at any stage / time during the Tendering Process.
- Any effort on the part of a Bidder to influence the Purchaser's bid evaluation, bid comparison or contract award decisions.
- Bids received by the Purchaser after the last date for receipt of bids prescribed by the Purchaser, pursuant to Clause 1.3.
- Bids without Board Resolution / Letter of Authorization and any other document consisting of adequate proof of the ability of the signatory to bind the Bidder.

1.40.3 Technical Rejection Criteria

- Technical Bid not meeting Pre Qualification Criteria
- Technical Bid or Pre-Qualification bid containing commercial details.
- Revelation of Prices in any form or in bids other than Commercial or by any reason before opening the Commercial Bid.
- Failure to furnish all information required by the Tender Document or submission of a bid not substantially responsive to the Tender Document in every respect.
- Bidders not quoting for the complete Scope of Work, all application requirements as indicated in the Tender documents, addendum (if any) and any subsequent information given to the Bidder.

- If the bid does not confirm to the timelines indicated in the bid.

1.40.4 Commercial Rejection Criteria

- Commercial Bids that do not conform to the Tender's price bid format.
- Total lump sum price quoted by the Bidder does not include all statutory taxes and levies applicable.
- If there is an arithmetic discrepancy in the commercial bid calculations the Purchaser shall rectify the same. If the Bidder does not accept the correction of the errors, its bid may be rejected.
- Commercial Bids containing any deviations to terms and conditions of the tender.

SECTION 2: GENERAL CONDITIONS OF CONTRACT

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2. General Conditions of Contract

2.1. Key terms and their definitions

2.1.1. In this Contract, the following terms shall be interpreted as indicated:

I. **"Business Day"** means any day that is not a Sunday or a public holiday and starts at 9 AM.

II. **"Confidential Information"** means any information disclosed to or by any Party to this Contract and includes any information in relation to the Parties, a third party or any information including any such information that may come to the knowledge of the Parties hereto / Bidder's Team by virtue of this Contract that:

a. is by its nature confidential or by the circumstances in which it is disclosed confidential; or

b. is designated by the disclosing Party as confidential or identified in terms connoting its confidentiality;

but does not include information which is or becomes public knowledge other than by a breach of this Contract;

III. **"Contract"** means the Agreement entered into between the Bidder together with the **Purchaser** as recorded in the Contract form signed by the Purchaser and the Bidder including all Annexes thereto, the Tender and all Annexes thereto and the agreed terms as set out in the bid, all documents incorporated by reference therein and amendments and modifications to the above from time to time.

IV. **"Contract Value"** means the price payable to the Bidder under this Contract for the full and proper performance of its contractual obligations. The Contract Value **shall be equal to the total Bid Price.**

V. **"H-eCT"** means Haryana e-Commercial Tax application

VI. **"Commercial Off-The-Shelf (COTS)"** refers to software products that are ready-made and available for sale, lease, or license to the general public.

VII. **"Datacenter Sites"** means the Haryana SDC and DR sites including their respective Data Centre space, Communications Room and Non-Data Centre space wherein the delivery, installation, integration, management and maintenance services as specified under the scope of work are to be carried out for the purpose of this Tender / Contract. Each individually referred to as Datacenter Site and collectively as Datacenter Sites.

VIII. **"Primary Data Centre (PDC)"** means a State Data Center located at Haryana that would house the Information and Communication Technology (ICT) equipment required for H-ETD.

IX. **"Document"** means any embodiment of any text or image however recorded and includes any data, text, images, sound, voice, codes or and databases or microfilm or computer generated micro fiche.

X. **"Effective Date"** means the date on which this Contract comes into force. This Contract shall come into force and effect on the date (the "Effective Date") of the Purchaser's notice to the Bidder instructing the Bidder to begin carrying out the activities.

XI. **"H-ETD"** means Excise and Taxation Department, Government of Haryana.

XII. **"Goods"** means all of the equipment, sub-systems, hardware, software, products accessories and/or other material / items which the Bidder is required to supply, install and maintain under the contract.

XIII. **"Intellectual Property Rights"** means any patent, copyright, trademark, trade name, service marks, brands, propriety information, Application Software whether arising before or after the execution of this Contract and the right to ownership and registration of these rights.

XIV. **"Notice"** means:

i. A notice; or

ii. Consent, approval or other communication required to be in writing under this Contract.

XV. **"OEM"** means the **Original Equipment Manufacturer of any equipment / system / software / product** which is providing such goods to the Purchaser under the scope of this Tender / Contract.

XVI. **"Purchaser"** means the Excise & Taxation Commissioner, Haryana.

XVII. **"Service"** means services to be provided as per the requirements / conditions specified in this tender / contract. In addition to this, the definition would also include other related/ancillary services that may be required to execute the scope of work under this contract.

XVIII. **"Service Specification"** means and includes detailed description, statements to technical data, performance characteristics, and standards (Indian as well as International) as applicable and as specified in the Contract, as well as those specifications relating to Industry standards and codes applicable to the performance of the work, work performance quality and specifications affecting the work or any additional specification required to be produced by the Bidder to meet the design criteria.

XIX. **"Bidder"** means the successful Bidder who is fully responsible towards H-ETD for providing turnkey solution to set up IT and other systems and provide related services as per the requirements and terms and conditions specified in this tender / contract. The term Bidder shall be deemed to include the Bidder's successors, representatives (approved by the Purchaser), heirs, executors, administrators and permitted assigns, as the case may be, unless excluded by the terms of the contract.

XX. **"Bidder's Representative"** means the person or the persons appointed by the Bidder from time to time to act on its behalf for overall co-ordination, supervision and project management.

XXI. **"Bidder's Team"** means the successful Bidder who have to provide goods & services to the Purchaser under the scope of this Tender / Contract. This definition shall also include any and/or all of the employees of the Bidder, authorized service providers/partners/agents and representatives or other personnel employed or engaged either directly or indirectly by the Bidder for the purposes of this Tender / Contract.

2.2. Interpretation

2.2.1. In this Contract unless a contrary intention is evident:

a. the clause headings are for convenient reference only and do not form part of this Contract;

b. unless otherwise specified a reference to a clause number is a reference to all of its sub-clauses;

c. unless otherwise specified a reference to a clause, sub-clause or section is a reference to a clause, sub-clause or section of this Contract including any amendments or modifications to the same from time to time;

d. a word in the singular includes the plural and a word in the plural includes the singular;

e. a word importing a gender includes any other gender;

f. a reference to a person includes a partnership and a body corporate;

g. a reference to legislation includes legislation repealing, replacing or amending that legislation;

h. where a word or phrase is given a particular meaning it includes the appropriate grammatical forms of that word or phrase which have corresponding meanings.

i. in the event of an inconsistency between the terms of this Contract and the Tender and the Bid, the terms hereof shall prevail.

2.3. Conditions Precedent

2.3.1. This Contract is subject to the fulfillment of the following conditions precedent by the Bidder.

a. Furnishing by the Bidder, an unconditional, irrevocable and continuing Bank Guarantee of the sum of Rs. _____/- (10% of the total contract value), in a form and manner acceptable to the Purchaser which would remain valid until such time and be renewable as may be stipulated by the Purchaser.

b. Obtaining of all statutory and other approvals required for the performance of the Services under this Contract. This may include approvals/clearances, wherever applicable, that may be required for execution of this contract.

c. Where the designated Bidder is a subsidiary of a company or a member of a group of companies or is a joint venture company or is special purpose vehicle (SPV) [formed to execute the obligations under this Contract] and where the Purchaser may specify (on account of the Bidder's failure to fulfill all selection criteria specified in the Tender), the parent or flagship company/ majority shareholder of such Bidder having furnished an unconditional, irrevocable and continuing guarantee of an amount equivalent to Rs ___/- on behalf of the Bidder in a form and manner acceptable to the Purchaser which would remain valid until such time, beyond the term of the Contract, as may be stipulated by the Purchaser

d. Furnishing of such other documents as the Purchaser may specify.

The Purchaser reserves the right to waive any or all of the conditions specified in 2.3.1 above in writing and no such waiver shall affect or impair any right, power or remedy that the Purchaser may otherwise have.

2.4. Scope of work / Contract

2.4.1. Scope of the Contract shall be as defined in **Section IV** and annexure thereto of this tender.

2.4.2. Purchaser has proposed to engage the Bidder for setting up H-eCT solution and provides related services. The Bidder is required to provide such goods, services and support as the Purchaser may deem proper and necessary, during the term of this Contract, and includes all such processes and activities which are consistent with the proposals set forth in the Bid, the Tender and this Contract and are deemed necessary by the Purchaser, in order to meet its business requirements (hereinafter 'scope of work').

2.5. Key Performance Measurements

2.5.1. Unless specified by the Purchaser to the contrary, the Bidder shall deliver the goods, perform the Services and carry out the scope of work in accordance with the terms of this Contract, Scope of Work and the Service Specifications as per Section V - Service Level Agreements.

2.5.2. If the Contract / Service Specification include more than one document, then unless the Purchaser specifies to the contrary, the later in time shall prevail over a document of earlier date to the extent of any inconsistency.

2.5.3. The Purchaser reserves the right to amend any of the terms and conditions in relation to the Contract / Service Specifications and may issue any such directions which are not necessarily stipulated therein if it deems necessary for the fulfillment of the scope of work.

2.6. Commencement and progress

2.6.1. The Bidder shall subject to the fulfillment of the conditions precedent set out in Clause 2.3 of this section, commence the performance of its obligations in a manner as specified in the Scope of Work.

2.6.2. The Bidder shall proceed to carry out the activities / services with diligence and expedition in accordance with any stipulation as to the time, manner, mode, and method of execution contained in this Contract.

2.6.3. The Bidder shall be responsible for and shall ensure that all activities / services are performed in accordance with the Contract, Scope of Work, SLA and that the Bidder's Team complies with such specifications and all other standards, terms and other stipulations/conditions set out hereunder.

2.6.4. The Bidder shall perform the activities / services and carry out its obligations under the Contract with due diligence, efficiency and economy, in accordance with generally

accepted techniques and practices used in the industry and with professional engineering and consulting standards recognized by international professional bodies and shall observe sound management, engineering and security practices. It shall employ appropriate advanced technology and engineering practices and safe and effective equipment, machinery, material and methods. The Bidder shall always act, in respect of any matter relating to this Contract, as faithful advisors to the Purchaser and shall, at all times, support and safeguard the Purchaser's legitimate interests in any dealings with Third parties.

2.6.5. The Goods supplied under this Contract shall conform to the standards mentioned in the Technical Specifications, and, when no applicable standard is mentioned, to the authoritative standards, such standard shall be the latest issued by the concerned institution. Delivery of the Goods shall be made by the Bidder in accordance with the terms specified by the Purchaser in its Notification of Award / Purchase Order.

2.7. Constitution of Consortium

2.7.1. Constitution of Consortium is not allowed.

2.8. Sub – Contract

2.8.1. The Bidder (i.e. the System Integrator) shall not be permitted to appoint any delegate/subcontractor for the performance of Bidder Services under this contract except for the following services:

1. Cloud Computing Solution as per scope of work defined in Annexure 4
2. Data digitization and data entry.
3. Call Centre for Taxpayers

However, the support of OEMs only for certain tasks limited to installation / deployment, commissioning & maintenance support related to their respective product / equipment is permitted.

However, this shall not affect the responsibilities and liabilities of the SI towards the Purchaser under the Contract.

2.9. Bidder’s obligations

2.9.1. The Bidder’s obligations shall include all the activities as specified by the Purchaser in the Scope of Work and other sections of the Tender and Contract and changes thereof to meet the Purchaser’s objectives and operational requirements. It will be the Bidder’s responsibility to ensure the proper and successful implementation, performance and continued operation of the proposed solution in accordance with and in strict adherence to the terms of his Bid, the Tender and this Contract. The bidder must also comply with the requirements of the cloud solution, including policies and procedures involving cloud

solution operations. Bidder is required to work closely in relation to these items to ensure the project success.

2.9.2. In addition to the aforementioned, the Bidder shall provide services to manage and maintain the said infrastructure along with Facilities Management Services at H-ETD's office location for the entire duration of the contract period.

2.9.3. In case of incorporation of new services or termination of any existing services, any of the deployed hardware / network components/physical or IT equipment may have to be upgraded / discarded or to be replaced. It is the sole responsibility of bidder to ensure that all such components should be in full working condition throughout the contract period and should be able to meet the Service Level Agreements as per the RFP terms and conditions.

2.9.4. The bidder shall provide details of hardware / network components/physical or IT equipment deployed to meet the Service Level Agreements as per the RFP terms and conditions every quarter throughout the contract period.

2.9.5. Security and safety of data will be responsibility of the selected bidder and after completion of the project complete data for all the application software will be handed over to department and department reserves the right to validate the data and selected bidder will provide necessary assistance

2.9.6. The Bidder shall be responsible to the Purchaser for meeting all obligations of the sub-contractors for executing the 'Scope of Work' and meeting all obligations of this tender. The Bidder shall also be the sole point of contact for all matters relating to this Tender and Contract thereof.

2.9.7. Purchaser reserves the right to interview the personnel proposed that will be deployed as part of the project team. If found unsuitable, the Purchaser may reject the deployment of the personnel.

2.9.8. Purchaser reserves the right to require changes in personnel which shall be communicated to the Bidder. Bidder with the prior approval of the Purchaser may make additions to the project team. Bidder shall provide the Purchaser with the resume of Key Personnel and provide such other information as the Purchaser may reasonably require. The Purchaser also reserves the right to interview the personnel and reject, if found unsuitable. In case of change in its team members, for any reason whatsoever, Bidder shall also ensure that the exiting members are replaced with at least equally qualified and professionally competent members.

2.9.9. In case of change in its team members, Bidder shall ensure a reasonable amount of time overlap in activities to ensure proper knowledge transfer and handover / takeover of documents and other relevant materials between the outgoing and the new member.

2.9.10. The Bidder shall ensure that the Bidder's Team is competent, professional and possesses the requisite qualifications and experience appropriate to the task they are required to perform under this Contract. The Bidder shall ensure that the Services are performed through the efforts of the Bidder's Team, in accordance with the terms hereof and to the

satisfaction of the Purchaser. Nothing in this Contract relieves the Bidder from its liabilities or obligations under this Contract to provide the Services in accordance with the Purchaser's directions and requirements and as stated in this Contract and the Bid to the extent accepted by the Purchaser and the Bidder shall be liable for any non-performance, non-compliance, breach or other loss and damage resulting either directly or indirectly by or on account of its Team.

2.9.11. The Bidder shall ensure that all the personnel identified for this project have high level of integrity. Bidder shall undertake necessary due diligence to ensure that the personnel have high standard of trustworthiness. Bidder shall obtain an undertaking from each of the personnel assigned and the same should be submitted to the Purchaser as and when demanded by the Purchaser. In addition, the Bidder would also get the background verification checks carried out for the personnel deployed. In addition, the Purchaser may also get the background verification carried out for Bidder's personnel. Any information needed for this activity by the Purchaser should be provided immediately by Bidder.

2.9.12. The Bidder shall maintain at the Data Centre Sites and H-ETD's office location, at no extra cost to the Purchaser, desktops, printers, stationary, tools, equipment, etc. that may be required by his team during the contract period for performance of Services under this contract.

2.9.13. The Bidder shall be fully responsible for deployment / installation / development and integration of all the software and hardware components and resolve any problems / issues that may arise due to integration of components.

2.9.14. The Bidder shall ensure that the OEMs supply equipment/components including associated accessories and software required and shall support the Bidder in the installation, commissioning, integration and maintenance of these components during the entire period of contract. The Bidder shall ensure that the COTS OEMs supply the software applications and shall support the Bidder in the installation / deployment, integration, roll-out and maintenance of these applications during the entire period of contract.

2.9.15. All the software and hardware licenses that the Bidder proposes should be perpetual software licenses. The software licenses shall not be restricted based on location and the Purchaser should have the flexibility to use the software licenses for other requirements if required.

2.9.16. The Bidder shall ensure that the Annual Maintenance support for the software and hardware components is provided for the period from date of deployment of the software and hardware component till the end of contract (Refer Clause 2.21 and 2.22 of this section). Annual Maintenance support shall include patches, updates and upgrades of the software and hardware components. Bidder shall ensure that there is a comprehensive onsite warranty / support arrangement for the aforementioned period with all the OEMs or transfer in favour of purchaser for the benefit of any warranties given by OEMs.

2.9.17. The Bidder shall ensure that none of the components and sub-components is declared **end-of-sale** or **end-of-support** by the respective OEM at the time of submission of bid. If,

the OEM declares any of the products/solutions end-of-sale subsequently, the Bidder shall ensure that the same is supported by the respective OEM from its date of deployment till the one year plus of the end of contract to support transitioning (Refer Clause 2.21 and 2.22 of this section).

2.9.18. If a product is de-supported by the OEM for any reason whatsoever, from the effective date of Contract till the end of contract months (Refer Clause 2.21 and 2.22 of this section), the Bidder should replace the products/solutions with an alternate that is acceptable to the Purchaser at no additional cost to the Purchaser and without causing any performance degradation and/or project delays.

2.9.19. The Bidder shall ensure that the OEMs provide the support and assistance to the Bidder in case of any problems / issues arising due to integration of components supplied by him with any other component(s)/product(s) under the purview of the overall solution. If the same is not resolved for any reason whatsoever, Bidder shall replace the required component(s) with an equivalent or better substitute that is acceptable to Purchaser without any additional cost to the Purchaser and without impacting the performance of the solution in any manner whatsoever

2.9.20. The Bidder shall ensure that the OEMs for hardware servers/equipment supply and/or install all new releases, versions, any type of updates, upgrade patches and/or bug fixes for the firmware or software from time to time at no additional cost to the Purchaser.

2.9.21. The Bidder shall ensure that he conducts the preventive maintenance on a monthly basis and break-fix maintenance in accordance with the best practices followed in the industry.

2.9.22. The Bidder shall ensure that the documentation and training services associated with the components shall be provided by the OEMs without any additional cost to the Purchaser.

2.9.23. The Bidder shall provision the required critical spares/components at the designated Datacenter Sites of the Purchaser for meeting the uptime commitment of the components supplied by him.

2.9.24. The Bidder’s Representative(s) shall have all the powers requisite for the execution of scope of work and performance of services under this contract. The Bidder’s Representative(s) shall liaise with the Purchaser’s Representative for the proper coordination and timely completion of the works and on any other matters pertaining to the works. He will extend full co-operation to Purchaser’s representative in the manner required by them for supervision/inspection/observation of the equipment/goods/material, procedures, performance, progress, reports and records pertaining to the works. He shall also have complete charge of the Bidder’s personnel engaged in the performance of the works and to ensure compliance of rules, regulations and safety practice. He shall also cooperate with the other Service Providers/Vendors of the Purchaser working at the H-ETD’s office location and Datacenter Sites. Such Bidder’s representative(s) shall be available to the Purchaser’s Representative at respective Datacenter Sites during the execution of works.

2.9.25. The Bidder shall be responsible on an ongoing basis for coordination with other vendors and agencies of the Purchaser in order to resolve issues and oversee implementation of the same. The Bidder shall also be responsible for resolving conflicts between vendors in case of borderline integration issues.

2.9.26. The Bidder shall perform the Services in accordance with the Applicable Laws and shall take all practicable steps to ensure that all its Personnel and agents, comply with the Applicable Laws

2.9.27. Start of Installation

1. The selected bidder will discuss in detail all the specifications of the infrastructure to be hosted at SDC/SWAN before procurement with Haryana Government Composite Team ('GCT'). It is also necessary that the bidder must also comply with the requirements of SDC and SWAN, including policies and procedures involving SDC and SWAN operators. Bidder is required to work closely in relation to these items to ensure the project success.
2. Before commencement of installation at respective Datacenter Sites, Bidder shall carry out proper planning and co-ordination with other vendors viz, State Datacentre Service Provider and Network / Bandwidth Provider in order to prepare the installation plan and detailed design documents.
3. The plan and design documents thus developed shall be submitted by the Bidder for approval by the Purchaser.
4. After obtaining the approval from the Purchaser, Bidder shall commence the installation.
5. Prior to taking up installation of any major component of work, the Bidder shall submit to Purchaser his proposed procedures and obtain Purchaser's approval in writing.

2.9.28. Reporting Progress

1. Bidder shall monitor progress of all the activities related to the execution of this contract and shall submit to the Purchaser, at no extra cost, **progress reports** with reference to all related work, milestones and their progress during the implementation phase on a fortnightly basis.
2. Post completion of each Phase (Refer Clause 2.21 and 2.22 of this section), the Bidder shall submit to the Purchaser, MIS reports as an ongoing basis. An indicative list of such reports along with their periodicity are mentioned in Section V - Scope of Work
3. Bidder should ensure MIS reporting as per defined service levels in Section V - Service Level Agreements of the RFP. The selected bidder shall establish and maintain a web-based project tracking system wherein all the project tasks / activities are tracked against the baseline plan in a prompt manner – so that any of the project stakeholders can monitor the project progress without having to request / wait for periodic project status reports. In order to meet this requirement, the project

members from the vendor's team must all diligently update the status in this tool at least on a daily basis. This shall be operated throughout the project duration to ensure coverage of the operational activities

4. Formats for all abovementioned reports and their dissemination mechanism shall be discussed and finalized at the Kick-Off meeting. The Purchaser on mutual agreement between both parties may change the formats, periodicity and dissemination mechanism for such reports.

5. Periodic meetings shall be held between the representatives of the Purchaser and the Bidder once in every 15 days during the implementation phase to discuss the progress of implementation. After the implementation phase is over, the meeting shall be held as an ongoing basis, once in every 30 days to discuss the performance of the contract.

6. Bidder shall ensure that the respective solution teams involved in the execution of work are part of such meetings.

7. A high level **Steering Committee** involving representative of the Purchaser and senior officials of the Bidder shall be formed for the purpose of this contract. This committee shall meet at intervals, as decided by the Purchaser later, to oversee the progress of the project.

8. All the goods, services and manpower to be provided / deployed by the Bidder under the Contract and the manner and speed of execution and maintenance of the work and services are to be conducted in a manner to the satisfaction of Purchaser's representative in accordance with the Contract.

9. The Purchaser reserves the right to inspect and monitor/assess the progress/performance of the work / services at any time during the course of the Contract. The Purchaser may demand and upon such demand being made, the Bidder shall provide documents, data, material or any other information which the Purchaser may require, to enable it to assess the progress/performance of the work / service.

10. At any time during the course of the Contract, the Purchaser shall also have the right to conduct, either itself or through another agency as it may deem fit, an audit to monitor the performance by the Bidder of its obligations/functions in accordance with the standards committed to or required by the Purchaser and the Bidder undertakes to cooperate with and provide to the Purchaser/ any other agency appointed by the Purchaser, all Documents and other details as may be required by them for this purpose. Such audit shall not include Bidder's books of accounts.

11. Should the rate of progress of the works or any part of them at any time fall behind the stipulated time for completion or is found to be too slow to ensure completion of the works by the stipulated time, or is in deviation to Tender requirements/ standards, the Purchaser's representative shall so notify the Bidder in writing.

12. The Bidder shall reply to the written notice giving details of the measures he proposes to take to expedite the progress so as to complete the works by the prescribed time or to ensure compliance to Tender requirements. The Bidder shall not be entitled to any additional payment for taking such steps. If at any time it should appear to the Purchaser or Purchaser's representative that the actual progress of work does not conform to the approved programme the Bidder shall produce at the request of the Purchaser's representative a revised programme showing the modification to the approved programme necessary to ensure completion of the works within the time for completion or steps initiated to ensure compliance to the stipulated requirements

13. The submission seeking approval by the Purchaser or Purchaser's representative of such programme shall not relieve the Bidder of any of his duties or responsibilities under the Contract.

14. In case during execution of works, the progress falls behind schedule or does not meet the Tender requirements, Bidder shall deploy extra manpower/ resources to make up the progress or to meet the Tender requirements. Programme for deployment of extra man power/ resources will be submitted to the Purchaser for its review and approval. All time and cost effect in this respect shall be borne, by the Bidder within the contract value.

2.9.29. Knowledge of Datacenter Site conditions

1. Bidder shall be granted access to the Datacenter Sites for inspection by the Purchaser before commencement of installation. The plan shall be drawn mutually at a later stage.

2. The Bidder shall be deemed to have knowledge of the State Datacenter Sites and its surroundings and information available in connection therewith and to have satisfied itself the form and nature thereof including, the data contained in the Bidding Documents, the physical and climatic conditions, the quantities and nature of the works and materials necessary for the completion of the works, the means of access, etc. and in general to have obtained itself all necessary information of all risks, contingencies and circumstances affecting his obligations and responsibilities therewith under the Contract and his ability to perform it. However, if during pre-installation survey / during delivery or installation, Bidder detects physical conditions and/or obstructions affecting the work, the Bidder shall take all measures to overcome them.

2.9.30. Project Charter

1. Within 15 calendar days of Effective date of the Contract (refer Clause 2.21 and 2.22 of this section,), the Bidder shall submit to the Purchaser for its approval a detailed Project Charter with details of the programme showing the sequence, procedure and method in which he proposes to carry out the works as stipulated under Clause 2.21 and 2.22 of this section, whenever reasonably required by the

Purchaser's Representative furnish in writing the arrangements and methods proposed to be made for carrying out the works. The Charter so submitted by the Bidder shall conform to the requirements and timelines specified in the Contract. The Purchaser and the Bidder shall discuss and agree upon the work procedures to be followed for effective execution of the works, which the Bidder intends to deploy and shall be clearly specified. The Project Charter shall include but not limited to project organization, communication structure, proposed staffing, roles and responsibilities, processes and tool sets to be used for quality assurance, security and confidentiality practices in accordance with industry best practices, project plan and delivery schedule in accordance with the Contract.

2. If the Bidder's work plans necessitate a disruption/ shutdown in Purchaser's operation, the plan shall be mutually discussed and developed so as to keep such disruption/shutdown to the barest unavoidable minimum. Any time and cost arising on account of failure of the Bidder to bring its work plans to the notice of the Purchaser shall be to his account.

2.9.31. Bidder's Organization

1. The Bidder should provision for minimum manpower resources required for execution of work and provision of services under this contract.
2. The Bidder should to the best of his efforts, avoid any change in the organization structure proposed for execution of this contract or replacement of any manpower resource appointed. If the same is however unavoidable, Bidder shall promptly inform the Purchaser in writing, and the same shall require subsequent approval by the Purchaser.
3. In case of replacement of any manpower resource, the Bidder should ensure efficient knowledge transfer from the outgoing resource to the incoming resource and adequate hand-holding period and training for the incoming resource in order to maintain the continued level of service.
4. All manpower resources deployed by the Bidder for execution of this contract must strictly adhere to the attendance reporting procedures and make their services available as agreed upon for the entire reporting time period at the Data Centre Sites and H-ETD's office location.
5. The Bidder shall provide at the respective Datacenter sites necessary supervision during the execution of work and as long thereafter as the Purchaser may consider necessary for the proper fulfillment of the Bidder's obligations under the Contract. The Bidder or his competent and authorized representative(s) shall be constantly present at the respective Datacenter Sites during agreed time for supervision. The Bidder shall authorize his representative to receive directions and instructions from the Purchaser's Representative.

6. The Bidder shall be responsible for the deployment, transportation, accommodation and other requirements of all its employees required for the execution of the work and provision of services for all costs/charges in connection thereof.

7. The Bidder shall provide and deploy, at the Data Centre Sites and H-ETD's office location for carrying out the work, only those manpower resources who are qualified/skilled and experienced in their respective trades and who are competent to deliver in a proper and timely manner the work they are required to perform or to manage/supervise the work.

8. The Purchaser's Representative may at any time object to and require the Bidder to remove forthwith from the Data Centre Sites and H-ETD's office location any authorized representative or employee of the Bidder or any person(s) of the Bidder's team, if, in the opinion of the Purchaser's Representative the person in question has mis-conducted or his / her deployment is otherwise considered undesirable by the Purchaser's Representative. The Bidder shall forthwith remove and shall not again deploy the person without the written consent of the Purchaser's Representative.

9. The Purchaser's Representative may at any time object to and request the Bidder to remove from the Data Centre Sites and H-ETD's office location any of Bidder's authorized representative including any employee of the Bidder or his team or any person(s) deployed by Bidder or his team for professional incompetence or negligence or for being deployed for work for which he is not suited. The Bidder shall consider the Purchaser's Representative request and may accede to or disregard it. The Purchaser's Representative, having made a request, as aforesaid in the case of any person, which the Bidder has disregarded, may in the case of the same person at any time but on a different occasion, and for a different instance of one of the reasons referred to above in this Clause object to and require the Bidder to remove that person from deployment on the work, which the Bidder shall then forthwith do and shall not again deploy any person so objected to on the work or on the sort of work in question (as the case may be) without the written consent of the Purchaser's Representative.

10. The Purchaser's Representative shall state to the Bidder in writing his reasons for any request or requirement pursuant to this Clause.

11. The Bidder shall promptly replace every person removed, pursuant to this section, with a competent substitute, and at no extra cost to the Purchaser.

2.9.32. Adherence to safety procedures, rules regulations and restriction

1. Bidder's Team shall comply with the provision of all laws including labour laws, rules, regulations and notifications issued there under from time to time. All safety and labour laws enforced by statutory agencies and by Purchaser shall be applicable in the performance of this Contract and Bidder's Team shall abide by these laws.

2. Access to the Datacenter Sites shall be strictly restricted. No access to any person except the essential members of the Bidder's Team who are genuinely required for execution of work or for carrying out management/maintenance who have been explicitly authorized by the Purchaser shall be allowed entry to the Datacenter Sites. Even if allowed, access shall be restricted to the pertaining equipment of the Purchaser only. Bidder shall maintain a log of all activities carried out by each of its team personnel.

3. The Bidder shall take all measures necessary or proper to protect the personnel, work and facilities and shall observe all reasonable safety rules and instructions. Bidder's Team shall adhere to all security requirement/regulations of the Purchaser during the execution of the work. Purchaser's employee also shall comply with safety procedures/policy.

4. The Bidder shall report as soon as possible any evidence, which may indicate or is likely to lead to an abnormal or dangerous situation and shall take all necessary emergency control steps to avoid such abnormal situations.

2.9.33. Statutory Requirements:

1. During the tenure of this Contract nothing shall be done by the Bidder or his team in contravention of any law, act and/ or rules/regulations, there under or any amendment thereof governing inter-alia customs, stowaways, foreign exchange etc. and shall keep Purchaser indemnified in this regard.

2.10. Contract administration

2.10.1. No variation or modification of the terms of the contract shall be made except by written amendment signed by the parties.

2.10.2. Either party may appoint any individual / organization as their authorized representative through a written notice to the other party. Each Representative shall have the authority to:

a. Exercise all of the powers and functions of his/her Party under this Contract other than the power to amend this Contract and ensure the proper administration and performance of the terms hereof; and

b. Bind his or her party in relation to any matter arising out of or in connection with this Contract.

2.10.3. The Bidder along with the members of sub-contractors shall be bound by all undertakings and representations made by the authorized representative of the Bidder and any covenants stipulated hereunder, with respect to this Contract, for and on their behalf.

2.10.4. For the purpose of execution or performance of the obligations under this Contract, the Purchaser's representative would act as an interface with the nominated representative of the Bidder. The Bidder shall comply with any instructions that are given by the Purchaser's

representative during the course of this Contract in relation to the performance of its obligations under the terms of this Contract and the Tender.

2.11. Purchaser's Obligations

2.11.1. Commissioner, H-ETD or his/her nominated representative shall act as the nodal point for implementation of the contract and for issuing necessary instructions, approvals, commissioning, acceptance certificates, payments etc. to the Bidder.

2.11.2. Purchaser shall ensure that timely approval is provided to the Bidder as and when required, which may include approval of project plans, implementation methodology, design documents, specifications, or any other document necessary in fulfillment of this contract.

2.11.3. The Purchaser's Representative shall interface with the Bidder, to provide the required information, clarifications, and to resolve any issues as may arise during the execution of the Contract. Purchaser shall provide adequate cooperation in providing details, coordinating and obtaining of approvals from various governmental agencies, in cases, where the intervention of the Purchaser is proper and necessary.

2.11.4. Purchaser may provide on Bidder's request, particulars/information/ or documentation that may be required by the Bidder for proper planning and execution of work and for providing services covered under this contract and for which the Bidder may have to coordinate with respective vendors.

2.11.5. Purchaser shall provide to the Bidder, sitting space and basic infrastructure not including, stationery and other consumables at the H-ETD's office location and Datacenter Sites.

2.12. Payments

2.12.1. Purchaser shall make payments only to the Bidder at the times and in the manner set out in the Payment schedule as specified later in this contract (Refer Clause 2.45 of this section) subject always to the fulfillment by the Bidder of the obligations herein. Purchaser will make all efforts to make payments to the Bidder within 60 days of receipt of invoice(s) and all necessary supporting documents.

2.12.2. Purchaser shall make all payments under this Contract, as set out in the Payment clause to the Bidder only and shall not be liable to make any payments or for any other related obligation under this contract to any other party including but not limited to the Bidder's sub-contractors or any other member of Bidder's Team or any third party engaged by the Bidder in any way connected with the discharge of the Bidder's obligation under the Contract and in any manner whatsoever. The Bidder shall be fully liable and responsible for meeting all such obligations and all payments to be made to the aforesaid entities/parties.

2.12.3. All payments agreed to be made by Purchaser to the Bidder in accordance with the Bid shall be inclusive of all statutory levies, duties, taxes and other charges whenever

levied/applicable including costs of maintenance, if any and Purchaser shall not be liable to pay any such levies/other charges under or in relation to this Contract and/or the Services.

2.12.4. Payment shall be paid at the times and in the manner set out in the Payment schedule as specified under to Clause 2.45 of this section, against value of contract. Service Tax shall be charged on actuals as per the applicable rates. However, Service Tax shall be reimbursed against submission of payment proofs. Works contract taxes, if any applicable, shall be reimbursed against actual and against submission of payment proofs.

2.12.5. In case of change in taxes under change in law, appropriate parties shall be passed the benefit of the same over and above the contract value. No invoice for extra work/change order on account of change order will be submitted by the Bidder unless the said extra work /change order has been approved by the Purchaser as per mutually agreed rates in writing in accordance with Clause on Change order.

2.12.6. In the event of Purchaser noticing at any point of time that any amount has been disbursed wrongly to the Bidder or any other amount is due from the Bidder to the Purchaser, the Purchaser shall, after notifying the Authorised Representative of the Bidder in writing and without prejudice to its rights, deduct such amount from any payment due to the Bidder or recover such amounts by other means. The details of such recovery, if any, will be intimated to the Bidder within a stipulated time frame as agreed to by both the parties.

2.12.7. In the event of the Bidder noticing at any point of time that there has been short payment by the Purchaser on any invoice, the Bidder shall bring it to the record of the Authorised Representative of the Purchaser. The amount due to the Bidder will be released through a fresh invoice or as mutually agreed to by both the parties.

2.12.8. Deductions:

1. All payments to the Bidder shall be subject to the deductions of tax at source under Income Tax Act, and other taxes and deductions as provided for under any law, rule or regulation. All costs, damages or expenses which Purchaser may have paid or incurred, for which under the provisions of the Contract, the Bidder is liable, the same shall be deducted by Purchaser from any dues to the Bidder. All payments to the Bidder shall be made after making necessary deductions as per terms of the Contract and recoveries towards facilities, if any, provided by the Purchaser to the Bidder on chargeable basis.

2.12.9. Duties, Taxes and Statutory levies.

1. The Bidder shall bear all personnel taxes levied or imposed on its personnel, sub-contractor(s), consultants, or any other member of Bidder's Team, etc. on account of payment received under this Contract. The Bidder shall bear all corporate taxes, levied or imposed on the Bidder on account of payments received by it from the Purchaser for the work done under this Contract.
2. Bidder shall bear all taxes and duties etc. levied or imposed on the Bidder under the Contract including but not limited to Sales Tax, Customs duty, Excise duty, Octroi, Service Tax, VAT, Works Contracts Tax and all Income Tax levied under Indian

Income Tax Act – 1961 or any amendment thereof up to the date for submission of final price bid, i.e., on account of payments received by him from the Purchaser for work done under the Contract. It shall be the responsibility of the Bidder to submit to the concerned tax authorities the returns and all other connected documents required for this purpose. The Bidder shall also provide the Purchaser such information, as it may be required in regard to the Bidder's details of payment made by the Purchaser under the Contract for proper assessment of taxes and duties. The amount of tax withheld by the Purchaser shall at all times be in accordance with Indian Tax Law and the Purchaser shall promptly furnish to the Bidder original certificates (Challans) for tax deduction at source and paid to the Tax Authorities.

3. If there is any reduction in taxes / duties due to any reason whatsoever, after Notification of Award, the same shall be passed on to the Purchaser.

4. The Bidder shall be solely responsible for the payment /fulfillment of its tax liabilities and obligations under the Income Tax Act and other such laws in force and the Purchaser shall not bear responsibility for the same. Bidder shall indemnify Purchaser against any and all liabilities or claims arising out of this Contract for such taxes including interest and penalty any such Tax Authority may assess or levy against the Purchaser/Bidder.

5. The Purchaser shall if so required by applicable laws in force, at the time of payment, deduct income tax payable by the Bidder at the rates in force, from the amount due to the Bidder and pay to the concerned tax authority directly.

2.13. Intellectual Property Rights

2.13.1. **In case of Bespoke development of the application:** The Bidder undertakes to disclose all such Intellectual Property Rights arising in performance of the Services to the Purchaser and execute all such agreements/documents and file all relevant applications, effect transfers and obtain all permits and approvals as may be necessary as per the existing laws in India to effectively transfer such rights to the Purchaser. Once transferred, the Purchaser shall own and have a right to use all such Intellectual Property Rights which have been developed solely during execution of this Contract, including but not limited to all processes, products, specifications, reports, drawings and other documents which have been newly created and developed by the Bidder solely during the performance of Services and for the purposes of inter-alia use or sub-license of such Services under this Contract.

2.13.2. **In case of deployment of COTS products:** Purchaser shall own and have a right in perpetuity to use all newly created Intellectual Property Rights which have been developed solely during execution of this Contract, including but not limited to all processes, products, specifications, reports and other documents which have been newly created and developed by the SI solely during the performance of Services and for the purposes of inter-alia use or sub-license of such Services under this Contract. All documentation and configuration items such as scripts, code, queries etc. developed by the SI shall be

property of the Purchaser. The SI should create a repository of such resources and provide access to Purchaser. The SI undertakes to disclose all such Intellectual Property Rights arising in performance of the Services to the Purchaser and execute all such agreements/documents and file all relevant applications, effect transfers and obtain all permits and approvals that may be necessary in this regard to effectively transfer and conserve the Intellectual Property Rights of the Purchaser

2.13.3. If Purchaser desires, the Bidder shall be obliged to ensure that all approvals, registrations, licenses, permits and rights etc. which are inter-alia necessary for use of the goods supplied / installed by the Bidder, and which may be assigned by the Purchaser to the Bidder for the purpose of execution of any of its obligations under the terms of the Bid, Tender or this Contract , shall be acquired in the name of the Purchaser, prior to termination of this Contract However, subsequent to the term of this Contract, such approvals, registrations, licenses, permits and rights etc. shall endure to the exclusive benefit of the Purchaser

2.13.4. The Bidder / Bidder's Team shall ensure that while it uses any software, hardware, processes, document or material in the course of performing the Services, it does not infringe the Intellectual Property Rights of any person and the Bidder shall keep the Purchaser indemnified against all costs, expenses and liabilities howsoever, arising out any illegal or unauthorized use (piracy) or in connection with any claim or proceedings relating to any breach or violation of any permission/license terms or infringement of any Intellectual Property Rights by the Bidder or the Bidder's Team during the course of performance of the Services. In case of any infringement by the Bidder / Bidder's Team, Bidder shall have sole control of the defense and all related settlement negotiations.

2.13.5. Information Security

1. The Bidder / Bidder's Team shall not carry any written/printed document, layout diagrams, floppy diskettes, hard disk, storage tapes, other storage devices or any other goods /material proprietary to Purchaser into / out of the Data Centre Sites and H-ETD's office location without written permission from the Purchaser.
2. The Bidder / Bidder's Team shall not destroy any unwanted documents, defective tapes/media present at the Data Centre Sites and H-ETD's office location on their own. All such documents, tapes/media shall be handed over to the Purchaser.
3. All documentation and media at the Datacenter Sites shall be properly identified, labeled and numbered by the Bidder. Bidder shall keep track of all such items and provide a summary report of these items to the Purchaser on a monthly basis.
4. The Bidder and Bidder's Team shall follow Purchaser's Information Security policy. Access to Purchaser's data and systems, Email and Internet facility by the Bidder / Bidder's team at the Data Centre Sites and H-ETD's office location shall be in accordance with the security and access policies set by the Purchaser.
5. Bidder and Bidder's Team acknowledge that Purchaser's business data and other Purchaser proprietary information or materials, whether developed by Purchaser or

being used by Purchaser pursuant to a license agreement with a third party (the foregoing collectively referred to herein as "proprietary information") are confidential and proprietary to Purchaser; and Bidder along with its team agrees to use reasonable care to safeguard the proprietary information and to prevent the unauthorized use or disclosure thereof, which care shall not be less than that used by Bidder to protect its own proprietary information. Bidder recognizes that the goodwill of Purchaser depends, among other things, upon Bidder keeping such proprietary information confidential and that unauthorized disclosure of the same by Bidder or its team could damage the goodwill of Purchaser, and that by reason of Bidder's duties hereunder. Bidder may come into possession of such proprietary information, even though Bidder does not take any direct part in or furnish the services performed for the creation of said proprietary information and shall limit access thereto to employees with a need to such access to perform the services required by this agreement. Bidder shall use such information only for the purpose of performing the said services.

6. Bidder shall, upon termination of this agreement for any reason, or upon demand by Purchaser, whichever is earliest, return any and all information provided to Bidder by Purchaser, including any copies or reproductions, both hardcopy and electronic.

2.13.6. Records of Contract Documents:

1. The Bidder shall at all time make and keep sufficient copies of the Contract documents, manuals, reference material, drawings, specifications and any other document required by him to fulfill his duties under the Contract.

2. The Bidder shall keep at the Data Centre Sites and H-ETD's office location, adequate number of copies of all documents required to fulfill his duties under the Contract, in excess of his own requirement and those copies shall be available at all times for use by the Purchaser's Representative and/or by any other person authorized by the Purchaser's Representative.

2.14. Ownership and Retention of Documents

2.14.1. Forthwith upon expiry or earlier termination of this Contract and at any other time on demand by the Purchaser, the Bidder shall deliver to the Purchaser all Documents provided by or originating from the Purchaser and all Documents produced by or from or for the Bidder in the course of performing the Services, unless otherwise directed in writing by the Purchaser at no additional cost. The Bidder shall not, without the prior written consent of the Purchaser store, copy, distribute or retain any such Documents.

2.15. Data and Hardware

2.15.1. By virtue of this Contract, the Bidder / Bidder's Team may have access to personal information of the Purchaser and/or a third party. The Purchaser has the sole ownership of and the right to use, all such data in perpetuity including any data or other information pertaining to the subscriber that may be in the possession of the Bidder or Bidder's Team in the course of performing the Services under this Contract.

2.16. Indemnity

2.16.1. The Bidder shall indemnify the Purchaser from and against any costs, loss, damages, expense, claims including those from third parties or liabilities of any kind howsoever suffered, arising or incurred inter alia during and after the Contract period out of:

a. any negligence or wrongful act or omission by the Bidder or the Bidder's Team or any third party associated with Bidder in connection with or incidental to this Contract; or

b. Any breach of any of the terms of the Bidder's Bid as agreed, the Tender and this Contract by the Bidder, thesis' Team or any third party.

c. Any infringement of patent, trademark/copyright or industrial design rights arising from the use of the supplied goods and related services or any part thereof.

2.16.2. The Bidder shall also indemnify the Purchaser against any privilege, claim or assertion made by a third party with respect to right or interest in, ownership, mortgage or disposal of any asset, property, and movable or immovable as mentioned in any Intellectual Property Rights, licenses and permits.

2.17. Representations and Warranties

2.17.1. In order to induce the Purchaser to enter into this Contract, the Bidder hereby represents and warrants as of the date hereof, which representations and warranties shall survive the term and termination hereof, the following:

(a) That the selected Bidder along with its sub-contractors have the power and the authority that would be required to enter into this Contract and the requisite experience, the technical know-how and the financial wherewithal required to successfully execute the terms of this contract and to provide services sought by the Purchaser under this contract

(b) That the Bidder and its sub-contractors are not involved in any major litigation or legal proceedings, pending, existing, potential or threatened, that may have an impact of affecting or compromising the performance or delivery of Services under this Contract.

(c) That the representations and warranties made by the Bidder in its Bid, Tender and Contract are and shall continue to remain true and correct throughout the term of this Contract and Bidder shall fulfill all the requirements as are necessary for executing the obligations and responsibilities as laid down in the Contract and the Tender and unless the Purchaser specifies to the contrary, the Bidder shall be bound by all the terms of the Bid.

(d) That the Bidder and its team has the professional skills, personnel, infrastructure and resources/authorizations that are necessary for providing all such services as are necessary to fulfill the scope of work stipulated in the Tender and this Contract.

(e) That the Bidder shall ensure that all assets/ components including but not limited to equipment, software, licenses, processes, documents, etc. installed, developed,

procured, deployed and created during the term of this Contract are duly maintained and suitably updated, upgraded, replaced..

(f) That the Bidder /Bidder's Team shall use such assets of the Purchaser as the Purchaser may permit for the sole purpose of execution of its obligations under the terms of the Bid, Tender or this Contract. The Bidder shall however, have no claim to any right, title, lien or other interest in any such property, and any possession of property for any duration whatsoever shall not create any right in equity or otherwise, merely by fact of such use or possession during or after the term hereof.

(g) That the Bidder shall procure all the necessary permissions and adequate approvals and licenses for use of various software and any copyrighted process/product free from all claims, titles, interests and liens thereon and shall keep the Purchaser indemnified in relation thereto.

(h) That the execution of the scope of work and the Services herein is and shall be in accordance and in compliance with all applicable laws.

(i) That the Bidder has the corporate power to execute, deliver and perform the terms and provisions of this Contract and has taken all necessary corporate action to authorize the execution, delivery and performance by it of the Contract.

(j) That all conditions precedent under the Contract has been satisfied.

(k) That neither the execution and delivery by the Bidder /Bidder's Team of the Contract nor the Bidder's /Bidder Team's compliance with or performance of the terms and provisions of the Contract (i) will contravene any provision of any Applicable Law or any order, writ, injunction or decree of any court or Governmental Authority binding on the Bidder, (ii) will conflict or be inconsistent with or result in any breach of any or the terms, covenants, conditions or provisions of, or constitute a default under any agreement, contract or instrument to which the Bidder is a party or by which it or any of its property or assets is bound or to which it may be subject or (iii) will violate any provision of the Memorandum and Articles of Association of the Bidder.

(l) That the Bidder certifies that all registrations, recordings, filings and notarizations of the Contract and all payments of any tax or duty, including but not limited to stamp duty, registration charges or similar amounts which are required to be effected or made by the Bidder which is necessary to ensure the legality, validity, enforceability or admissibility in evidence of the Contract have been made.

(m) That the Bidder confirms that there has not and shall not occur any execution, amendment or modification of any agreement/contract without the prior written consent of the Purchaser, which may directly or indirectly have a bearing on the Contract or the project.

(n) That the Bidder owns or has good, legal or beneficial title, or other interest in, to the property, assets and revenues of the Bidder on which it grants or purports to grant or create any interest pursuant to the Contact, in each case free and clear of any

encumbrance and further confirms that such interests created or expressed to be created are valid and enforceable.

(o) That the Bidder owns, has license to use or otherwise has the right to use, free of any pending or threatened liens or other security or other interests all Intellectual Property Rights, which are required or desirable for the performance of the project under this contract and regarding the same the Bidder does not, so far as the Bidder is aware, in carrying on its business and operations, infringe any Intellectual Property Rights of any person. So far as the Bidder is aware, none of the Intellectual Property Rights owned or enjoyed by the Bidder or which the Bidder is licensed to use, which are material in the context of the Bidder's business and operations for the performance of this contract are being infringed nor, so far as the Bidder is aware, is there any infringement or threatened infringement of those Intellectual Property Rights licensed or provided to the Bidder by any person. All Intellectual Property Rights (owned by the Bidder or which the Bidder is licensed to use) required by the Bidder for the performance of the contract are valid and subsisting. All actions (including registration, payment of all registration and renewal fees) required to maintain the same in full force and effect have been taken thereon and shall keep the Purchaser indemnified in relation thereto. The remedy for any breach of this Clause shall be the indemnity set forth in Clause 2.13.3 of this section for Intellectual Property Rights.

(p) That the Bidder agrees to incorporate, within the contract value, all hardware configuration, software changes, upgrades and patches to the system, announced by him from time to time keeping in view the advancement in technology, shortcomings of the system and any changes required for improving the overall efficiency of the system.

(q) That the Bidder shall provide adequate and appropriate support and participation, on a continuing basis, in tuning all supplied hardware and software to meet the requirements of the applications.

(r) If and when the system and/or components of the system are required to be relocated / shifted within the same Datacenter Site or to a new Datacenter Site, the Bidder shall undertake required work related for de-commissioning / re-commissioning and other associated work, at no additional cost to the Purchaser. Associated cost for transportation, insurance and packing shall however be borne by the Purchaser. For any such relocation / shifting efforts beyond two such occurrences during the contract period, extra charges shall be mutually agreed upon.

2.18. Confidentiality

2.18.1. The Bidder / Bidder's Team shall not use Confidential Information, the name or the logo of the Purchaser except for the purposes of the purpose of execution of this contract.

Confidential information does not include information which:

(i) The Bidder / Bidder's Team knew or had in its possession, prior to disclosure, without limitation on its confidentiality;

(ii) Is independently developed by the Bidder / Bidder's Team without breach of conditions under this Contract;

(iii) Information in the public domain as a matter of law;

(iv) Is received from a third party not subject to the obligation of confidentiality with respect to such information;

(v) is released from confidentiality with the written consent of H-ETD.

(vi) Is required to be disclosed by Applicable Laws or judicial or administrative or arbitral process or by any governmental instrumentalities, provided that for any such disclosure, the Bidder shall give the Authority, prompt written notice, and use reasonable efforts to ensure that such disclosure is accorded confidential treatment;

(vii) Any other information unless it is specified as confidential for the purposes of the execution this contract.

The Bidder / Bidder's Team shall have the burden of proving hereinabove are applicable to the information in the possession of the Bidder / Bidder's Team.

2.18.2. The Bidder / Bidder's Team shall not, either during the term or after expiration of this Contract, disclose any proprietary or confidential information relating to the Services/Contract and/or Purchaser's business/ operations, information, Application/software, hardware, business data, architecture schematics, designs, storage media and other information / documents without the prior written consent of the Purchaser.

2.18.3. The Bidder may only disclose Confidential Information in the following circumstances:

i. with the prior written consent of the Purchaser;

ii. to a member of the Bidder's Team if:

A. the member of the Bidder's Team needs the Confidential Information for the performance of obligations under this contract;

B. the member of the Bidder's Team is aware of the confidentiality of the Confidential Information and is obliged to use it only for the performance of obligations under this contract

2.18.4. The Bidder shall do everything reasonably possible to preserve the confidentiality of the Confidential Information including execution of a confidentiality agreement with the sub-contractors and other members of Bidder's Team to the satisfaction of the Purchaser.

2.18.5. The Bidder shall notify the Purchaser promptly if it is aware of any disclosure of the Confidential Information otherwise than as permitted by this Contract or with the authority of the Purchaser.

2.18.6. The Bidder shall be liable to fully compensate the Purchaser for any loss of revenue on account of breach of confidentiality by the Bidder. The Purchaser reserves the right to adopt legal proceedings, civil or criminal, against the Bidder / Bidder's Team in relation to a breach of obligation by the Bidder under this Clause. The Bidder shall not in any way be responsible for any breach of confidentiality arising out of any other cause/reason.

2.18.7. Bidder and sub-contractors shall be required to execute the **Non-Disclosure Agreement** in favour of the Purchaser at the time of contract signing.

2.19. Events of Default by the Bidder

2.19.1. The failure on the part of the Bidder to perform any of its obligations or comply with any of the terms of this Contract shall constitute an Event of Default on the part of the Bidder. The events of default as mentioned above may include inter-alia the following:

a. the Bidder/ Bidder's Team has failed to perform any instructions or directives issued by the Purchaser which it deems proper and necessary to execute the scope of work or provide services under the Contract, or

b. the Bidder/ Bidder's Team has failed to confirm / adhere to any of the key performance indicators as laid down in the Key Performance Measures / Service Level Agreements, or if the Bidder has fallen short of matching such standards / benchmarks / targets as the Purchaser may have designated with respect to the system or any goods, task or service, necessary for the execution of the scope of work and performance of services under this Contract. The above mentioned failure on the part of the Bidder may be in terms of failure to adhere to performance, quality, timelines, specifications, requirements or any other criteria as defined by the Purchaser;

c. the Bidder has failed to remedy a defect or failure to perform its obligations in accordance with the specifications issued by the Purchaser, despite being served with a default notice which laid down the specific deviance on the part of the Bidder/ Bidder's Team to comply with any stipulations or standards as laid down by the Purchaser; or

d. the Bidder/ Bidder's Team has failed to adhere to any amended direction, instruction, modification or clarification as issued by the Purchaser during the term of this Contract and which the Purchaser deems proper and necessary for the execution of the scope of work under this Contract

e. the Bidder/ Bidder's Team has failed to demonstrate or sustain any representation or warranty made by it in this Contract, with respect to any of the terms of its Bid, the Tender and this Contract

f. There is a proceeding for bankruptcy, insolvency, winding up or there is an appointment of receiver, liquidator, assignee, or similar official against or in relation to the Bidder.

g. The Bidder/Bidder's Team has failed to comply with or is in breach or contravention of any applicable laws.

2.19.2. Where there has been an occurrence of such defaults inter alia as stated above, the Purchaser shall issue a notice of default to the Bidder, setting out specific defaults / deviances / omissions / non-compliances / non-performances and providing a notice of Sixty (60) days to enable such defaulting party to remedy the default committed.

2.19.3. Where despite the issuance of a default notice to the Bidder by the Purchaser the Bidder fails to remedy the default to the satisfaction of the Bidder, the Purchaser may, where it deems fit, issue to the defaulting party another default notice or proceed to adopt such remedies as may be available to the Purchaser.

2.20. Consequences of Event of Default

Where an Event of Default subsists or remains uncured the Purchaser shall be entitled to:

2.20.1. Impose any such obligations and conditions and issue any clarifications as may be necessary to inter alia ensure smooth continuation of project and the Services which the Bidder shall be obliged to comply with which may include re-determination of the consideration payable to the Bidder as agreed mutually by Purchaser and Bidder or through a third party acceptable to both parties. The Bidder shall in addition take all available steps to minimize loss resulting from such event of default.

2.20.2. Suspend all payments to the Bidder under the Contract by a written notice of suspension to the Bidder, provided that such notice of suspension:

i. shall specify the nature of the failure; and

ii. shall request the Bidder to remedy such failure within a specified period from the date of receipt of such notice of suspension by the Bidder

2.20.3. Require replacement of any of the Bidder's sub-contractor(s) / Bidder's Team member(s) with another suitable member(s) where the Purchaser deems necessary. The Bidder shall in such case terminate forthwith all their agreements/ contracts/ other arrangements with such member(s) and find suitable replacement for such outgoing member(s) with another member(s) to the satisfaction of the Purchaser, who shall execute such Contracts with the Purchaser as the Purchaser may require. Failure on the part of the Bidder to find a suitable replacement and/or terminate all agreements/contracts with such member(s), shall amount to a breach of the terms hereof and the Purchaser in addition to all other rights, have the right to claim damages and recover from the Bidder all losses/ or other damages that may have resulted from such failure.

2.20.4. Terminate the Contract in part or in full

2.20.5. Retain such amounts from the payment due and payable by the Purchaser to the Bidder as may be required to offset any losses caused to the Purchaser as a result of such event of default and the Bidder shall compensate the Purchaser for any such loss, damages or other costs, incurred by the Purchaser in this regard. Nothing herein shall effect the continued obligation of the Bidder and Bidder's Team to perform all their obligations and responsibilities under this Contract in an identical manner as were being performed before the occurrence of the default.

2.20.6. Invoke the Performance Bank Guarantee and other Guarantees furnished hereunder, enforce the Deed of Indemnity, recover such other costs/losses and other amounts from the Bidder as may have resulted from such default and pursue such other rights and/or remedies that may be available to the Purchaser under law.

2.21. Stipulated Time Schedule

2.21.1. The Key Phases during project implementation along with the indicative milestones and timelines as anticipated by the Purchaser are provided in Annexure A – Broad Timeline of SECTION IV - SCOPE OF WORK.

2.21.2. The Bidder shall perform the activities and comply in all respects with the critical dates and the parties hereby agree that failure on part of the Bidder to meet the critical dates without prejudice to any other rights that the Purchaser may have, may lead to the imposition of such obligations as are laid down in the Delay and Deterrent Mechanism and/or levy liquidated damages (refer Clause 2.47 of this section) and/or termination of the Contract at the discretion of the Purchaser.

2.22. Term and Extension of the Contract

2.22.1. The term of this Contract shall be for a period **of successful operation of integrated solution for 90 days and subsequent five (5) years.** In case of any delays in the closure of any phase activities for reasons attributable to the Bidder, the contract gets extended by a period equal to the period of delay at no extra cost to the Purchaser.

2.22.2. The Purchaser shall reserve the sole right to grant any extension to the term abovementioned and shall notify in writing to the Bidder, at least 6 months before the expiration of the Term hereof, whether it will grant the Bidder an extension of the Term. The decision to grant or refuse the extension shall be at the Purchaser's discretion and such extension of the contract, if any, shall be as per terms agreed mutually between the Purchaser and Bidder.

2.22.3. Where the Purchaser is of the view that no further extension of the term be granted to the Bidder, the Purchaser shall notify the Bidder of its decision at least 6 (six) months prior to the expiry of the Term. Upon receipt of such notice, the Bidder shall continue to perform all its obligations hereunder, until such reasonable time beyond the Term of the Contract within which, the Purchaser shall either appoint an alternative agency/vendor or create its own infrastructure to operate such Services as are provided under this Contract.

2.23. Termination

2.23.1. The Purchaser may, terminate this Contract in whole or in part by giving the Bidder a prior and written notice indicating its intention to terminate the Contract under the following circumstances:

(a) Where the Purchaser is of the opinion that there has been such Event of Default on the part of the Bidder / Bidder's Team which would make it proper and necessary to terminate this Contract and may include failure on the part of the Bidder to respect any of its commitments with regard to any part of its obligations under its Bid, the Tender or under this Contract.

(b) Where it comes to the Purchaser's attention that the Bidder (or the Bidder's Team) is in a position of actual conflict of interest with the interests of the Purchaser, in relation to any of terms of the Bidder's Bid, the Tender or this Contract.

(c) Where the Bidder / any of Bidder's sub-contractor(s) ability to survive as an independent corporate entity is threatened or is lost owing to any reason whatsoever, including inter-alia the filing of any bankruptcy proceedings against the Bidder or its sub-contractor(s), any failure by the Bidder or its sub-contractor(s) to pay any of its dues to its creditors, the institution of any winding up proceedings against the Bidder / Bidder's sub-contractor(s) or the happening of any such events that are adverse to the commercial viability of the Bidder / Bidder's sub-contractor(s). In the event of the happening of any events of the above nature, the Purchaser shall reserve the right to take any steps as are necessary, to ensure the effective transition of the project to a successor agency, and to ensure business continuity

(d) **Termination for Insolvency:** The Purchaser may at any time terminate the Contract by giving written notice to the Bidder, without compensation to the Bidder, if the Bidder becomes bankrupt or otherwise insolvent, provided that such termination will not prejudice or affect any right of action or remedy which has accrued or will accrue thereafter to the Purchaser.

2.23.2. In the event of termination of this Contract by the Purchaser before the expiry of the term, the Bidder shall be given a period of 30 days to demobilize itself,

2.23.3. The Bidder may, subject to approval by the Purchaser, terminate this Contract before the expiry of the term by giving the Purchaser a prior and written notice at least 3 months in advance indicating its intention to terminate the Contract or as mutually agreed to by both the parties.

2.24. Consequences of Termination

2.24.1. In the event of termination of this Contract pursuant to Clause 2.23 of this section, [whether consequent to the stipulated Term of the Contract or otherwise the Purchaser shall be entitled to impose any such obligations and conditions and issue any clarifications as may be necessary to ensure an efficient transition and effective business continuity of the project which the Bidder shall be obliged to comply with and take all available steps to minimize loss resulting from that termination/breach, and further allow and provide all such assistance to the Purchaser and/or the successor agency, as may be required, to takeover the obligations of the erstwhile Bidder in relation to the execution/continued execution of the scope of this Contract, for the remainder of the contract term.

2.24.2. Where the termination of the Contract is prior to its stipulated term on account of a Default on the part of the Bidder /Bidder's Team or due to the fact that the survival of the Bidder as an independent corporate entity is threatened/has ceased, or for any other reason, whatsoever, the Purchaser through re-determination of the consideration payable to the Bidder as agreed mutually by Purchaser and Bidder or through a third party acceptable to both parties may pay the Bidder for those goods that have been satisfactorily installed and commissioned and for that part of the Services which have been authorized by the Purchaser and satisfactorily performed by the Bidder up to the date of termination. Without prejudice any other rights, the Purchaser may retain such amounts from the payment due

and payable by the Purchaser to the Bidder as may be required to offset any losses caused to the Purchaser as a result of the Termination or due to any act/omissions of the Bidder. In case of any loss or damage due to default on the part of the Bidder in performing any of its obligations with regard to executing the scope of work under this Contract, the Bidder shall compensate the Purchaser for any such loss, damages or other costs, incurred by the Purchaser. Additionally, the Bidder's Team and/or all third parties appointed by the Bidder shall continue to perform all their obligations and responsibilities as stipulated under this Contract, and as may be proper and necessary to execute the scope of work under the Contract in terms of the Bidder's Bid, the Tender and this Contract, in an identical manner as were being performed before the collapse of the Bidder as described above in order to execute an effective transition and to maintain business continuity.

2.24.3. Nothing herein shall restrict the right of the Purchaser to invoke the Bank Guarantee and other Guarantees furnished hereunder, enforce the Deed of Indemnity and pursue such other rights and/or remedies that may be available to the Purchaser under law.

2.24.4. The termination hereof shall not affect any accrued right or liability of either Party nor affect the operation of the provisions of this Contract that are expressly or by implication intended to come into or continue in force on or after such termination.

2.25. Dispute Resolution

2.25.1. If during the subsistence of this Contract or thereafter, any dispute between the Parties hereto arising out of or in connection with the validity, interpretation, implementation, material breach or any alleged material breach of any provision of this Contract or regarding any question, including as to whether the termination of this Contract by one Party hereto has been legitimate, the Parties hereto shall endeavor to settle such dispute amicably under the chairmanship of excise & taxation Commissioner or person nominated by him and/or by Conciliation to be governed by the Arbitration and Conciliation Act, 1996 or as may be agreed to between the Parties. The attempt to bring about an amicable settlement is considered to have failed as soon as one of the Parties hereto, after reasonable attempts; which attempt shall continue for not less than thirty (30) days, gives thirty (30) days notice to refer the dispute to arbitration to the other Party in writing.

2.25.2. The Arbitration proceedings shall be governed by the Arbitration and Conciliation Act, 1996.

2.25.3. The Arbitration proceedings shall be held in Panchkula, India.

2.25.4. The Arbitration proceeding shall be governed by the substantive laws of India.

2.25.5. The proceedings of Arbitration shall be in English language.

2.25.6. Except as otherwise provided elsewhere in the contract if any dispute, difference, question or disagreement arises between the parties hereto or their respective representatives or assignees, at any time in connection with construction, meaning, operation, effect, interpretation or out of the contract or breach thereof the same shall be decided by an Arbitral Tribunal consisting of three Arbitrators. Each party shall appoint one Arbitrator and

the Arbitrators so appointed shall appoint the third Arbitrator who will act as Presiding Arbitrator.

2.25.7. In case, a party fails to appoint an arbitrator within 30 days from the receipt of the request to do so by the other party or the two Arbitrators so appointed fail to agree on the appointment of third Arbitrator within 30 days from the date of their appointment upon request of a party, Ministry of Law & Justice shall appoint the arbitrator/Presiding Arbitrator upon request of one of the parties..

2.25.8. If any of the Arbitrators so appointed dies, resigns, incapacitated or withdraws for any reason from the proceedings, it shall be lawful for the concerned party/ arbitrator to appoint another person in his place in the same manner as aforesaid. Such person shall proceed with the reference from the stage where his predecessor had left if both parties consent for the same; otherwise, he shall proceed de novo.

2.25.9. It is a term of the contract that the party invoking arbitration shall specify all disputes to be referred to arbitration at the time of invocation of arbitration and not thereafter.

2.25.10. It is also a term of the contract that neither party to the contract shall be entitled for any interest on the amount of the award.

2.25.11. The Arbitral Tribunal shall give reasoned award and the same shall be final, conclusive and binding on the parties.

2.25.12. The fees of the arbitrator shall be borne by the parties nominating them and the fee of the Presiding Arbitrator, costs and other expenses incidental to the arbitration proceedings shall be borne equally by the parties.

2.25.13. Subject to as aforesaid the provisions of the Arbitration and Conciliation Act, 1996 and any statutory modifications or re-enactment in lieu thereof shall apply to the arbitration proceedings under this Clause.

2.25.14. Continuance of the Contract:

1. Notwithstanding the fact that settlement of dispute(s) (if any) under arbitration may be pending, the parties hereto shall continue to be governed by and perform the work in accordance with the provisions under this Contract.

2.26. Time is of the essence

2.26.1. Time shall be of the essence in respect of any date or period specified in this Contract or any notice, demand or other communication served under or pursuant to any provision of this Contract and in particular in respect of the completion of the activities by the Bidder by the specified completion date. Any delay in the completion of the work described shall constitute a material breach of this contract.

2.27. Conflict of interest

2.27.1. The Bidder shall disclose to the Purchaser in writing, all actual and potential conflicts of interest that exist, arise or may arise (either for the Bidder or the Bidder's Team) in the course of performing the Services as soon as practical after it becomes aware of that conflict.

2.27.2. Neither the System Integrator nor its sub-contractor(s) nor the Personnel of either of them shall engage, either directly or indirectly, in any of the following activities:

1. During the term of this Agreement, any business or professional activities which would conflict with the activities assigned to them under this Agreement;
2. after the termination of this Agreement, such other activities as may be specified in the Agreement; or
3. at any time, such other activities as have been specified in the RFP as Conflict

2.28. Publicity

2.28.1. The Bidder / Bidder's Team shall not make or permit to be made a public announcement or media release about any aspect of this Contract unless the Purchaser first gives the Bidder its written consent.

2.29. Force Majeure

2.29.1. For the purposes of this agreement, Force Majeure means an event which is beyond the reasonable control of a Party and which makes a party's performance of its obligations hereunder impossible or so impractical as reasonably to be considered impossible in the circumstances and includes but is not limited to war, riots, civil disorder, earthquake, fire , explosion, storm, flood or other adverse conditions, strikes, lockout or other industrial action (except where such strikes, lock out or other industrial action are within the power of the party invoking Force Majeure to prevent), confiscation or any other action by government agencies.

2.29.2. Force Majeure shall not include any events caused due to acts/omissions of such Party or result from a breach/contravention of any of the terms of the Contract, Bid and/or the Tender. It shall also not include any default on the part of a Party due to its negligence or failure to implement the stipulated/proposed precautions, as were required to be taken under the Contract.

2.29.3. The failure or occurrence of a delay in performance of any of the obligations of either party shall constitute a Force Majeure event only where such failure or delay could not have reasonably been foreseen, or where despite the presence of adequate and stipulated safeguards the failure to perform obligations has occurred. In such an event, the affected party shall inform the other party in writing within five days of the occurrence of such event. The Purchaser will make the payments due for Services rendered till the occurrence of Force Majeure. However, any failure or lapse on the part of the Bidder / Bidder's Team in performing any obligation as is necessary and proper, to negate the damage due to projected Force Majeure events or to mitigate the damage that may be caused due to the abovementioned events or the failure to provide adequate disaster management/recovery or any failure in setting up a contingency mechanism would not constitute force majeure, as set out above.

2.29.4. In case of a Force Majeure, all Parties will endeavor to agree on an alternate mode of performance in order to ensure the continuity of service and implementation of the obligations of a party under the Contract and to minimize any adverse consequences of Force Majeure.

2.30. General

2.30.1. Relationship between the Parties

a. Nothing in this Contract constitutes any fiduciary relationship between the Purchaser and Bidder/Bidder's Team or any relationship of Purchaser employee, principal and agent, or partnership, between the Purchaser and Bidder.

b. No Party has any authority to bind the other Party in any manner whatsoever except as agreed under the terms of this Contract.

c. The Purchaser has no obligations to the Bidder's Team except as agreed under the terms of this Contract.

2.30.2. Survival

a. The provisions of the clauses of this Contract in relation to documents, data, processes, property, Intellectual Property Rights, indemnity, publicity and confidentiality and ownership survive the expiry or termination of this Contract and in relation to confidentiality, the obligations continue to apply unless the Purchaser notifies the Bidder of its release from those obligations.

2.30.3. Entire Contract

a. The terms and conditions laid down in the Tender and all annexure, addendum thereto as also the Bid and any annexes thereto shall be read in consonance with and form an integral part of this Contract. This Contract supersedes any prior Contract, understanding or representation of the Parties on the subject matter.

2.30.4. Governing Law

a. This Contract shall be governed in accordance with the laws of India.

2.30.5. Jurisdiction of Courts

a. The courts of India at Delhi have exclusive jurisdiction to determine any proceeding in relation to this Contract.

2.30.6. Compliance with Laws

a. The Bidder / Bidder's Team shall comply with the laws in force in India in the course of performing this Contract.

2.30.7. Notices

a. All notices, requests or consents provided for or permitted to be given under this Contract shall be in writing and shall be deemed effectively given when personally delivered or mailed by pre-paid certified/registered mail, return receipt requested,

addressed as follows and shall be deemed received two days after mailing or on the date of delivery if personally delivered:

To Purchaser at:

<<Attn:

[Phone:]

[Fax:]>>

To Bidder at:

Attn:

[Phone:]

[Fax:]

b. Any Party may change the address to which notices are to be directed to it by notice to the other parties in the manner specified above.

c. A notice served on a Representative is taken to be notice to that Representative's Party.

2.30.8. Waiver

a. Any waiver of any provision of this Contract is ineffective unless it is in writing and signed by the Party waiving its rights.

b. A waiver by either Party in respect of a breach of a provision of this Contract by the other Party is not a waiver in respect of any other breach of that or any other provision.

c. The failure of either Party to enforce at any time any of the provisions of this Contract shall not be interpreted as a waiver of such provision.

2.31. Application

2.31.1. These General Conditions shall apply to the extent that provisions in other parts of the Contract do not supersede them.

2.32. Performance Security

2.32.1. The successful Bidder shall furnish Performance Security to the Purchaser at the time of signing the Contract which shall be equal to 10% of the value of the Contract and shall be in the form of a Guarantee Bond from a Nationalized / Scheduled Bank in the Proforma given at **Section III** which would be valid up to a period of six months after the contract period.

2.33. Modification

2.33.1. Any modification of this Contract shall be in writing and signed by an authorized representative of each Party.

2.34. Currency of Payment

2.34.1. Payment shall be made in Indian Rupees only.

2.35. Change Orders/Alteration/Variation

2.35.1. The Bidder agrees that the requirements and Service requirements given in the Tender documents are minimum requirements and are in no way exhaustive and guaranteed by the Purchaser.

1. Any upward revision and/or additions consequent to errors, omissions, ambiguities, discrepancies in the quantities, specifications, drawings etc. of the Tender documents which the Bidder had not brought out to the Purchaser's notice till the time of award of work and not accounted for in his Bid **shall not constitute a change order** and such upward revisions and/or addition shall be carried out by Bidder without any time and cost effect to Purchaser.
2. It shall be the responsibility of the Bidder to meet all performance and other requirements of the Purchaser as stipulated in the Tender document / Contract. Any upward revisions / additions of quantities, specifications, technical manpower, service requirements to those specified by the Bidder in his Bid documents, that may be required to be made during installation / acceptance of the System or at any time during the currency of the contract in order to meet the conceptual design, objective and performance levels or other requirements as defined in the Tender documents **shall not constitute a change order** and shall be carried out by the Bidder without any change order and without any time and cost effect to the Purchaser whatsoever.

2.35.2. The Purchaser may at any time, by a written change order given to the Bidder, make changes within the general scope of the Contract. The Purchaser will have the option to increase or decrease (decrease only if communicated to Bidder prior to availing of services / dispatch of goods / equipments) the Quantities, Licenses and/or Specifications of the goods/equipment to be supplied and installed by the Bidder or service requirements, as mentioned in the Contract, at any time during the contract period.

2.35.3. The written advice to any change shall be issued by the Purchaser to the Bidder up to 4 (four) weeks prior to the due date of provisioning/supply of such goods/equipments or commencement of services.

2.35.4. In case of increase in Quantities/ Licenses / Specifications or Service requirements or in case of additional requirement, the Bidder agrees to carry out / provision for such additional requirement at the rate and terms and conditions as provided in the Contract or as mutually agreed to by both the parties except for the appropriate extension of time to be allowed for delivery/installation of such extra goods/equipment or for commencement of such services. In case of decrease in Quantities or Specifications of goods/equipment or Service requirements, the Bidder shall give a reduction in price at the rate given in the Contract corresponding to the said decrease.

2.35.5. In case applicable rates for the increase/decrease in question are not available in the Contract then the rates as may be mutually agreed shall apply. The Bidder shall not be entitled to any claim by way of change of price, damages, losses, etc. The Bidder shall be compensated at actual for any cancellation charges provided the claim is duly supported by documentary evidence of having incurred cancellation charges, which results from Purchaser's action in reducing/canceling Scope of work.

2.35.6. Conditions for Change Order

1. The change order will be initiated only in case (i) the Purchaser directs in writing the Bidder to incorporate changes to the goods or design requirements already covered in the Contract. (ii) the Purchaser directs in writing to the Bidder to include any addition to the scope of work or services covered under this Contract or delete any part thereof, (iii) Bidder requests to delete any part of the work which will not adversely affect the operational capabilities and functioning of the system and if the deletions proposed are agreed to by the Purchaser and for which cost and time benefits shall be passed on to the Purchaser,
2. Any change order comprising an alteration which involves change in the cost of the goods and/or services (which sort of alteration is hereinafter called a "Variation") shall be the Subject of an amendment to the Contract by way of an increase or decrease in the Contract Value and adjustment of the implementation schedule if any.
3. If the Contract provides applicable rates for the valuation of the variation in question the Contract Value shall subject to Clause 2.35.6.4 of this section be increased or decreased in accordance with those rates.
4. If parties agree that the Contract does not contain applicable rates or that the said rates are inappropriate or the said rates are not precisely applicable to the variation in question, then the parties shall negotiate a revision of the Contract Value which shall represent the change in cost of the goods and/or works caused by the Variations. Any change order shall be duly approved by the Purchaser in writing.
5. If there is a difference of opinion between the Bidder and Purchaser's Representative on whether a particular item, work or part of the work constitutes a change order or not, the matter shall be handled in accordance with the procedures set forth in Clause 2.35.7.11 of this section.

2.35.7. Procedures for Change Order

1. Upon receiving any revised requirement/advice, in writing, from the Purchaser, the Bidder would verbally discuss the matter with Purchaser's Representative.
2. In case such requirement arises from the side of the Bidder, he would also verbally discuss the matter with Purchaser's Representative giving reasons thereof.
3. In either of the two cases as explained in Clause 2.35.7.1 and Clause 2.35.7.2 of this section, the representatives of both the parties will discuss on the revised

requirement for better understanding and to mutually decide whether such requirement constitutes a change order or not.

4. If it is mutually agreed that such Requirement constitutes a “Change Order” then a joint memorandum will be prepared and signed by the Bidder and Purchaser to confirm a “Change Order” and basic ideas of necessary agreed arrangement.

5. Bidder will study the revised requirement in accordance with the joint memorandum under Clause 2.35.7.4 of this section and assess subsequent schedule and cost effect, if any.

6. Upon completion of the study referred to above under Clause 2.35.7.5 of this section, the results of this study along with all relevant details including the estimated time and cost effect thereof with supporting documents would be submitted to the Purchaser to enable the Purchaser to give a final decision whether Bidder should proceed with the change order or not in the best interest of the works.

7. The estimated cost and time impact indicated by Bidder shall be considered as a ceiling limit and shall be provisionally considered for taking a decision to implement change order.

8. The time impact applicable to the Contract shall be mutually agreed, subsequently, on the basis of the detailed calculations supported with all relevant back up documents.

9. In case Bidder fails to submit all necessary substantiation/calculations and back up documents, the decision of the Purchaser regarding time and cost impact shall be final and binding on the Bidder.

10. If Purchaser accepts the implementation of the change order under Clause 2.35.7.6 of this section in writing, which would be considered as change order, then Bidder shall commence to proceed with the enforcement of the change order pending final agreement between the parties with regard to adjustment of the Contract Value and the Schedule.

11. In case, mutual agreement under Clause 2.35.7.4 of this section, i.e. whether new requirement constitutes the change order or not, is not reached, then Bidder in the interest of the works, shall take up the enforcement of the change order, if advised in writing to do so by Purchaser’s Representative pending settlement between the two parties to the effect whether such requirement constitutes a change order or not as per the terms and conditions of Contract documents. The time and cost effects in such a case shall be mutually verified and recorded. Should it establish that the said work constitutes a change order, the same shall be compensated taking into account the records kept in accordance with the Contract.

12. The Bidder shall submit necessary back up documents for the change order showing the break-up of the various elements constituting the change order for the Purchaser’s review. If no agreement is reached between the Purchaser and Bidder within 60 days after Purchaser’s instruction in writing to carry out the change

concerning the increase or decrease in the Contract Value and all other matters described above, either party may refer the dispute to arbitration.

2.35.8. Conditions for revised work / change order

1. The provisions of the Contract shall apply to revised work / change order as if the revised work / Change order has been included in the original Scope of work. However, the Contract Value shall increase / decrease and the schedule shall be adjusted on account of the revised work / Change orders as may be mutually agreed in terms of provisions set forth in Clause 2.35 of this section. The Bidder's obligations with respect to such revised work / change order shall remain in accordance with the Contract.

2.36. Governing Language

2.36.1. The Agreement shall be written in English only. All correspondence and other documents pertaining to the Contract that are exchanged by parties shall be written in English only.

2.37. "No Claim" Certificate

2.37.1. The Bidder shall not be entitled to make any claim, whatsoever against the Purchaser, under or by virtue of or arising out of, this contract, nor shall the Purchaser entertain or consider any such claim, if made by the Bidder after he shall have signed a "No claim" certificate in favour of the Purchaser in such forms as shall be required by the Purchaser after the works are finally accepted.

2.38. Warranty

2.38.1. A comprehensive warranty applicable on goods supplied under this contract shall be provided by the respective OEM for the period of contract from the date of acceptance of respective system by the Purchaser.

2.38.2. Technical Support for Software applications shall be provided by the respective OEMs for the period of contract. The Technical Support should include all upgrades, updates and patches to the respective Software applications.

2.38.3. The Bidder warrants that the Goods supplied under the Contract are new, non-refurbished, unused and recently manufactured; shall not be nearing End of sale / End of support; and shall be supported by the Bidder and respective OEM along with service and spares support to ensure its efficient and effective operation for the entire duration of the contract.

2.38.4. The Bidder warrants that the goods supplied under this contract shall be of the highest grade and quality and consisted with the established and generally accepted standards for materials of this type. The goods shall be in full conformity with the specifications and shall operate properly and safely. All recent design improvements in goods, unless provided otherwise in the Contract, shall also be made available.

2.38.5. The Bidder further warrants that the Goods supplied under this Contract shall be free from all encumbrances and defects/faults arising from design, material, manufacture or workmanship (except insofar as the design or material is required by the Purchaser's

Specifications) or from any act or omission of the Bidder, that may develop under normal use of the supplied Goods in the conditions prevailing at the respective Datacenter Sites.

2.38.6. The Purchaser shall promptly notify the Bidder in writing of any claims arising under this warranty.

2.38.7. Upon receipt of such notice, the Bidder shall, with all reasonable speed, repair or replace the defective Goods or parts thereof, without prejudice to any other rights which the Purchaser may have against the Bidder under the Contract.

2.38.8. If the Bidder, having been notified, fails to remedy the defect(s) within a reasonable period, the Purchaser may proceed to take such remedial action as may be necessary, at the Bidder's risk and expense and without prejudice to any other rights which the Purchaser may have against the Bidder under the Contract.

2.38.9. Any OEM specific warranty terms that do not conform to conditions under this Contract shall not be acceptable.

2.39. Project Manager

2.39.1. The Bidder shall ensure that at all time during the currency of the Contract, a Project Manager acceptable to the Purchaser shall take charge of the Performance of the Contract. The Project Manager shall be assisted by his / her team members. Minimum manpower resource requirement has been provided in Section IV of the Tender.

2.40. Completion of Contract

2.40.1. Unless terminated earlier, the Contract shall terminate on the completion of term as specified in the Contract and only after the obligations mentioned in Clause 2.24 of this section are fulfilled to the satisfaction of the Purchaser

2.41. Passing of Property

2.41.1. Any of the deployed hardware / network components/physical or IT equipment covered under contract and additional components or any hardware deployed during contract period to meet SLA's would be transferred to the department in fully functional condition after the contract period, at no financial implication to the Purchaser.

2.42. No Assignment

2.42.1. The Bidder shall not transfer any interest, right, benefit or obligation under this Contract without the prior written consent of the Purchaser.

2.43. Insurance

2.43.1. The Goods supplied under this Contract shall be fully insured by the Bidder, against any loss or damage, till the Acceptance of the System, The Bidder shall submit to the Purchaser, documentary evidence issued by the insurance company, indicating that such insurance has been taken.

2.43.2. Except in case of Third Party liabilities, the insurance policies so procured shall mention the Authority as the beneficiary and the Bidder shall procure an undertaking from the insurance company to this effect; provided that in the event the Bidder has a general insurance policy that covers the risks specified in this Agreement and the amount of

insurance cover is equivalent to 3 (three) times the cover required hereunder, such insurance policy may not mention the Authority as the sole beneficiary or require an undertaking to that effect.

2.43.3. The Bidder shall bear all the statutory levies like customs, insurance, freight, etc. applicable on the goods during their shipment from respective manufacturing/shipment site of the OEM to the port of landing.

2.43.4. All charges like transportation charges, octroi, etc. that may be applicable till the goods are delivered at the respective site of installation shall also be borne by the Bidder.

2.43.5. The Bidder during the term of this contract:

i. shall take out and maintain, at his own cost but on terms and conditions approved by the Purchaser, insurance with financially sound and reputable insurers against the risks, and for the coverage, as specified below:

ii. shall pay all premia in relation thereto and shall ensure that nothing is done to make such insurance policies void or voidable

iii. at the Purchaser's request, shall provide evidence to the Purchaser showing that such insurance has been taken out and maintained and that the current premiums therefore have been paid.

2.43.6. Purchaser's liability and workers' compensation insurance in respect of the Personnel of the Bidder/ Bidder's Team, in accordance with the relevant provisions of the Applicable Law, as well as, with respect to such Personnel, any such life, health, accident, travel or other insurance as may be appropriate; and

2.43.7. Insurance against loss of or damage to (i) equipment or assets procured or developed in whole or in part for fulfillment of obligations under this Contract (ii) the Bidder's assets and property used in the performance of the Services, and (iii) any documents prepared by the Bidder in the performance of the Services.

2.44. Limitation of Bidder's Liability towards the Purchaser

2.44.1. Neither Party shall be liable to the other Party for any indirect or consequential loss or damage (including loss of revenue and profits) arising out of or relating to the Contract.

2.44.2. Except in the case of Gross Negligence or Willful Misconduct on the part of the Bidder/Bidder's Team or on the part of any person or firm acting on behalf of the Bidder executing the work or in carrying out the Services, the Bidder, with respect to damage caused by the Bidder including to property and/or assets of the Purchaser or of any of Purchaser's vendors shall regardless of anything contained herein, not be liable for any direct loss or damage that exceeds (A) the Contract Value or (B) the proceeds the Bidder may be entitled to receive from any insurance maintained by the Bidder to cover such a liability, whichever of (A) or (B) is higher.

For the purposes of this Clause 2.44.2 of this section, "Gross Negligence" means any act or failure to act by a Party which was in reckless disregard of or gross indifference to the obligations of the Party under the Contract and which causes

harmful consequences to life, personal safety or real property of the other Party which such Party knew, or would have known if it was acting as a reasonable person, would result from such act or failure to act. Notwithstanding the foregoing, Gross Negligence shall not include any action taken in good faith for the safeguard of life or property.

"Willful Misconduct" means an intentional disregard of any provision of this Contract which a Party knew or should have known if it was acting as a reasonable person, would result in harmful consequences to life, personal safety or real property of the other Party but shall not include any error of judgment or mistake made in good faith.

2.44.3. This limitation of liability slated in Clause 2.44 of this section, shall not affect the Bidder liability, if any, for direct damage by Bidder/Bidder's Team to a Third Party's real property, tangible personal property or bodily injury or death caused by the Bidder/Bidder's Team or any person or firm/company acting on behalf of the Bidder in executing the work or in carrying out the Services."

2.45. Payment Schedule

2.45.1. **Contract Value** shall be equal to the amount specified under **"Summary Table"** of Annexure 4.3.2 in Section IV The contract value shall comprise of **two** components i.e. **Milestone based payment** and **Ongoing Services based payments** and Payment schedule shall be different for both of these components.

2.45.2. All payments are subject to Clause 2.47 of this section. Payments will be released only on satisfactory acceptance of the deliverables for each Task as per the following schedule:

2.45.3. **Payment schedule of fee**

Sr. No.	Cost component with reference to Section 3.3.3.6: Summary of Cost Components of 03 HETD Section III - Contents of Bid.	
1.	Core Software Cost (A1) + Other Software Cost (A2) + Hardware cost (A3) + ICT Infrastructure Installation & Configuration Cost (A4) + Annual Maintenance Cost for Core Software Module (B1) + Annual Maintenance Cost for Other Software Modules (B2) + Annual Maintenance Cost for Hardware (B3) + Handholding staff cost (C2) + Helpdesk and Facility Management Services Cost (C3) + Development of Information Security Policies and Procedures (C7) + Disaster Recovery Cost (C8) + Networking Cost (C9)+ Callcenter for external users (C10) + Any other service to be provided (C11)	Component 1
2.	Training cost (C5)	Component 2
3.	Data Digitization Cost (C1)	Component 3
4.	Migration to GST (C5) + Annual Maintenance Cost towards Migration to GST (C6)	Component 4

Sr. No.	Milestone	Fee Payable
	Milestone based payment	
1.	Acceptance of detailed Project management Plan, Exit management Plan along with establishment of live project management dashboard	M1 = 5% x Component 1
2.	Completion of installation of ICT Software & Infrastructure required for successful completion of Pilot project at SDC, DR Site and pilot field locations	M2 = 10% x Component 1
3.	Certification of Pilot Implementation	M3 = 15% x Component 1
4.	Certification of the system and state-wide roll out of the application and Integrated solution operations for 90 days	M4 = 15% x Component 1
5.	Quarterly payment for 5 years Quarterly payment will start after completion of state-wide roll out of the application and Integrated solution operations for 90 days (Payments should be made after completion of the quarter after deduction of any applicable penalties based on the submission of invoice and SLA compliance report.)	M5 = 2.75% x Component 1 (For 5 Years)
	Services based payments	
	Training	
6.	Submission of Training Plan and completion of 25% training sessions	M6 = 10% x Component 2
7.	Completion of training	M7 = 90% x Component 2
	Data digitization	
8.	Completion of data digitization	M8 = 100% x Component 3
	Migration to GST	
9.	Completion of Pilot Implementation	M9 = 10% x Component 4
10.	Completion of certification of the system and state-wide roll out of the application and Integrated solution operations for 90 days	M10 = 10% x Component 4
11.	Quarterly payment for 5 years Quarterly payment will start after completion of state-wide roll out of the application and Integrated solution operations for 90 days	M11 = 4% x Component 4

2.45.8. Prices shall remain firm and shall not be subject to any upward revision on any account whatsoever throughout the period of contract.

2.46. Severance

2.46.1. If any provision of this contract is held unenforceable, then such provision will be modified to reflect the parties' intention. All the remaining provisions of this Contract shall remain in full force and effect.

2.47. Liquidated Damages

2.47.1. Subject to Clause 2.30 of this section, if the Bidder fails to complete the entire works before the scheduled completion date or the extended date or if Bidder repudiates the Contract before completion of the Work, the Purchaser may without prejudice to any other right or remedy available to the Purchaser as under the Contract:

i. Recover from the Bidder, as liquidated damages and not by way of penalty a sum equivalent to **0.5%** of the Contract Value for each week (Seven calendar days) delay beyond the Scheduled completion date. For the purpose of liquidated damages, the scheduled completion date will be taken as date of completion and acceptance of all the activities till Certifications of successful operations of the integrated solution completion given to Bidder by H-ETD.

AND / OR

ii. Terminate the contract or a portion or part of the work thereof. The Purchaser shall give 30 days notice to the Bidder of its intention to terminate the Contract and shall so terminate the Contract unless during the 30 days notice period, the Bidder initiates remedial action acceptable to the Purchaser.

2.47.2. If the agreement is terminated pursuant to Clause 2.23 of this section, the Purchaser may levy liquidated damages of an amount limited to the total Contract Value or as may be determined by the Arbitrator at the time of termination.

2.47.3. The Purchaser may without prejudice to its right to effect recovery by any other method, deduct the amount of liquidated damages from any money belonging to the Bidder in its hands (which includes the Purchaser's right to claim such amount against Bidder's Bank Guarantee) or which may become due to the Bidder. Any such recovery or liquidated damages shall not in any way relieve the Bidder from any of its obligations to complete the Works or from any other obligations and liabilities under the Contract.

2.47.4. Delay not attributable to the Bidder will be considered for exclusion for the purpose of computing liquidated damages.

2.47.5. For the tasks to be performed till Certifications of successful operations of the integrated solution completion given to Bidder by H-ETD, the amount of liquidated damages shall not exceed 10 % of the total Contract Value. This upper limit is restricted only to the activities till Certifications of successful operations of the integrated solution completion given to Bidder by H-ETD. The liquidated damages will be governed by Service Level Agreements (Section 5) for Post Implementation Phase.

2.47.6. In the event the activities required to be performed by the Bidder in order to execute the scope of work of this contract and on-going maintenance service along with service levels are not in line with the requirement of the Purchaser and not in accordance with the timelines and performance / service levels as stipulated in the tender, contract and SLAs, then the Bidder shall be liable for payment of liquidated damages as defined under HETD Section V - Service Level Agreement.

2.48. Suspension of Work

2.48.1. The Bidder shall, if ordered in writing by the Purchaser's Representative, temporarily suspend the works or any part thereof for such a period and such a time as ordered. The Bidder shall not be entitled to claim compensation for any loss or damage sustained by him by reason of temporary suspension of the Works as aforesaid. The Purchaser may consider suitable compensation to the Bidder on case to case basis, to the extent of work completed, subject to fulfilment of other conditions of this contract. An extension of time for completion, corresponding with the delay caused by any such suspension of the works as aforesaid shall be granted to the Bidder, if request for same is made and that the suspension was not consequent to any default or failure on the part of the Bidder. In case the suspension of works, is not consequent to any default or failure on the part of the Bidder, and lasts for a period of more than 2 months, the Bidder shall have the option to request the Purchaser to terminate the Contract with mutual consent.

2.48.2. In the event that the Purchaser suspends the progress of work for any reason not attributable to the Bidder for a period in excess of 30 days in aggregate, rendering the Bidder to extend his performance security then Purchaser shall bear only the cost of extension of such bank guarantee for such extended period restricted to the normal bank rates as applicable in the banking procedures subject to the Bidder producing the requisite evidence from the bank concerned.

2.49. Special Contract Terms Related to the Cloud Computing Solution

2.49.1. All general terms of this contract shall be applicable to the contract governing the cloud computing solution, except where a specific clause may be repugnant to the context.

2.49.2. The Purchaser for the cloud solution shall be the Secretariat of Information Technology represented by Financial Commissioner & Principal Secretary (IT) or his nominee.

2.49.3. The bidder will be obligated to take "operational control of the tenants resources" including those of the H-ETD to the extent that is necessary to provide the cloud solution effectively; for purposes of clarity, the cloud service provider must manage resources provided by tenants into a common resource pool that is shared by all the tenants with the accordance with the policies and guidelines governing the cloud solutions for the State Government.

SECTION 3: CONTENTS OF THE BID

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3 Contents of the Bid

3.1 PRE QUALIFICATION BID

3.1.1 Annexure 3.1.1: Pre-Qualification Bid Letter

(To be submitted on the Letterhead of the responding firm)

To

The Excise and Taxation Commissioner, Government of Haryana

Vanijya Bhawan, Plot no. I-3,

Sector 5, Panchkula, Haryana

Sir,

Subject: Selection of a System Integrator ('SI') for implementation of Commercial Taxes e-Governance for Excise and Taxation Department, Government of Haryana

Reference: Tender Dated <DD/MM/YYYY>

We, the undersigned Bidders, having read and examined in detail all the Tender document in respect of **Selection of a System Integrator ('SI') for implementation of Commercial Taxes e-Governance for Excise and Taxation Department, Government of Haryana**, do hereby propose to provide the services as specified in the Tender document Dated <DD/MM/YYYY> **along with the following:**

We are hereby submitting our Pre-Qualification Bid (one original and two copies), which includes the following:

- Supporting Information for Pre-Qualification Conditions
- Bid Security of the prescribed amount and validity
- Tender fees of the prescribed amount and validity
- Board Resolution / Authorization letter in favor of the authorized signatory

We hereby declare that all the information and statements made in the Pre-Qualification related documents are true and accept that any misinterpretation contained in it may lead to our disqualification.

We also agree to hold in trust any Confidential Information received by us as part of the tendering process, We shall maintain strict confidentiality in respect of such Confidential Information and in no event a degree of confidentiality less than we use to protect our own confidential and proprietary information.

Yours sincerely,

Witness:	**Bidder:**
Signature:	**Signature:**
Name:	**Name:**
Address:	**Designation:**
	Company:
Date:	**Date**

3.1.2 Annexure 3.1.2: Supporting Information for Pre-Qualification Conditions

The Bidder is required to fill relevant information in the format given below. The pre-qualification bid must contain documentary evidences and supporting information to enable purchaser to evaluate the eligibility of the Bidder without ambiguity.

1. Information of the Bidder

Sr. No.	Pre-qualification Criteria	Documentary Evidence provided	Reference in bid
1.	Bidder.PQ. 1		
2.	Bidder.PQ. 2		
3.	Bidder.PQ. 3		
4.	Bidder.PQ. 4		
5.	Bidder.PQ. 5		
6.	Bidder.PQ. 6		
7.	Bidder.PQ. 7		
8.	Bidder.PQ. 8		
9.	Bidder.PQ. 9		
10.	Bidder.PQ. 10		
11.	Bidder.PQ. 11		
12.	Bidder.PQ. 12		

Witness:

Signature:

Name:

Address:

Date:

Bidder:

Signature:

Name:

Designation:

Company:

Date

3.1.3 Annexure 3.1.3: Sub-contractor Details

Bidder should also provide summary of services to be sub-contracted (if applicable), in the format mentioned below:

	Name of the Agency	Responsibility of the Agency
Agency for Cloud Computing Solution as per scope of work defined in Annexure 4		
Agency for data digitization		
Call Centre for Taxpayers		

No other service can be sub-contracted.

As of this date the information furnished in all parts of this form is accurate and true to the best of my knowledge

Witness: **Bidder:**

Signature: **Signature:**

Name: **Name:**

Address: **Designation:**

Company:

Date: **Date**

3.2 TECHNICAL BID

3.2.1 Annexure 3.2.1: Technical Bid Letter

(To be submitted on the Letterhead of the responding firm)

To

The Excise and Taxation Commissioner, Government of Haryana

Vanijya Bhawan, Plot no. I-3,

Sector 5, Panchkula, Haryana

Sir,

Subject: Selection of a System Integrator ('SI') for implementation of Commercial Taxes e-Governance for Excise and Taxation Department, Government of Haryana

Reference: Tender Dated <DD/MM/YYYY>

We, the undersigned Bidders, having read and examined in detail all the Tender document in respect of **Selection of a System Integrator ('SI') for implementation of Commercial Taxes e-Governance for Excise and Taxation Department, Government of Haryana**, do hereby propose to provide the services as specified in the Tender document Dated <DD/MM/YYYY> **along with the following:**

1. Bid Security

We have enclosed an bid security as in the form of a Bank Guarantee for the sum of **Rs. 50,00,000/- (Rupees Fifty Lakh only).** This Bid Security is liable to be forfeited in accordance with the provisions of the ***Section II - General Conditions of the Contract.***

2. DEVIATIONS

We declare that all the services shall be performed strictly in accordance with the Tender documents except for the variations and deviations, all of which have been detailed out exhaustively in the following statements, irrespective of whatever has been stated to the contrary anywhere else in our Tender:

(a) Statement of Deviations from Schedule of Requirements **(Annexure 3.2.11)**

(b) Statement of Deviations from Tender Terms and Conditions **(Annexure 3.2.12)**

(c) Statement of Commercial Deviations **(Annexure 3.3.4)**

Further we agree that additional conditions, if any, found in the Tender documents, other than those stated in deviation schedule, shall not be given effect to.

3. CONTRACT PERFORMANCE GUARANTEE BOND

We hereby declare that in case the contract is awarded to us, we shall submit the contract performance guarantee bond in the form prescribed in **Annexure 3.5 of Section III** and as specified under **Clause 32 of Section II - General Conditions of Contract.**

We hereby declare that our bid is made in good faith, without collusion or fraud and the information contained in the bid is true and correct to the best of our knowledge and belief.

We understand that our bid is binding on us and that you are not bound to accept a bid you receive.

Thanking you,

Yours faithfully,

(Signature of the Bidder)

Printed Name

Designation

Seal

Date:

Place:

Business Address:

Witness:		**Bidder:**	
Signature	----------	**Signature**	----------
Name	----------	**Name**	----------
Address	----------	**Designation**	----------
		Company	----------
Date	----------	**Date**	----------

3.2.2 Annexure 3.2.2: Bidder Details

S. No.	Area of the details to be provided		Responding Firm's / Company Details to be provided		
1	Name of the Bidder				
2	Address of the Bidder				
3	Telephone number of the Bidder				
4	Bidder's Tender number and date				
5	Name of the contact person to whom all references shall be made regarding this tender				
6	Designation of the person to whom all references shall be made regarding this tender				
7	Address of the person to whom all references shall be made regarding this tender				
8	e-mail address of the Bidder				
9	Fax number of the Bidder				
10	Telephone number of the Bidder				
11	Details of Registration	1. Registration Number of the Bidder.			
		2. Name of the place where the Bidder was registered.			
		3. Date when the company was registered.			
		4.Product /Service for which registered			
		5. Validity Period, if applicable.			
12	Central Service Tax No.				
13	VAT/Service Tax No.				
14	PAN No.				
15	Annual Turnover during last three financial Years 2008-09, 2009-10 and 2010-11		FY 2008-09	FY 2009-10	FY 2010-11

S. No.	Area of the details to be provided		Responding Firm's / Company Details to be provided		
16	Income Tax Paid during the last three financial Years 2008-09, 2009-10 and 2010-11		FY 2008-09	FY 2009-10	FY 2010-11
17	Details of ownership of the Bidder (Name and Address of the Board of Directors, Partners, etc)				
18	Name of the authorized signatory who is authorized to quote in the tender and enter into the rate contract (Power of Attorney to be submitted)				
19	Name of the Bankers along with the branch (as appearing in MICR cheque) & Account No.				
20	Status of Bidder like Pvt. Ltd. etc.				
21	Locations and addresses of the offices.	1. The corporate address			
		2. The official address of the service delivery centre.			
22	Name and contact details of the Project Manager	1. Name of the Project Manager assigned			
		2. Contact details viz; telephone number, official address of the Project Manager assigned.			

Witness: **Bidder:**

Signature ---------- **Signature** ----------

Name	----------	**Name**	----------
Address	----------	**Designation**	----------
		Company	----------
Date	----------	**Date**	----------

3.2.3 Annexure 3.2.3: Technical Solution

1. The Bidder is required to describe the proposed Technical Solution in this section. The Technical Solution would be evaluated on the following broad parameters. The Purchaser reserves the rights to add, delete, or modify these parameters at any time during the Tender process, without assigning any reasons whatsoever and without being required to intimate the Bidders of any such change.
    a. Clear articulation and description of the design and technical solution and various components
    b. Extent of compliance to functional and technical requirements specified in the scope of work and in accordance with leading practices.
    c. Technical Design and clear articulation of benefits to H-ETD of various components of the solution vis-à-vis other options available.

2. The Bidder should provide **detailed design** for the following listing all assumptions that have been considered:
    a. Proposed Solution, in detail (including various tools to be used)
    b. Proposed Technical architecture
    c. Hardware requirements, bandwidth requirements – These should state the memory, storage etc. Processing power required should be stated in generic terms such as QPH along with numbers of CPU.
    d. Capabilities of the proposed solution to address the functional requirements
    e. Database design considerations
    f. Application Security Architecture
    g. Disaster Recovery site details and approach
    h. Data Migration approach
    i. Testing approach
    j. Risk Management Plan

3. The Bidder should provide detailed Bill of Material as per below format:

Item	OEM - Make/Version	Operating System	Software Make / Version	Hypervisor Make/Version	Configuration Proposed	No. of units				No. of Licenses
						DC	DR	Office	Any other location	
Application Server										
Database Server										
Web Server										
Middleware Server										
Enterprise Access Manager										
Enterprise Management Server										
Directory Server										
Enterprise backup Server										
Archival Server										
Antivirus Server										
Authentication Server										
Integration Server with Application Integration Server Software										
Load Balancer										
Document and Configuration Repository Server										
Testing – Application Server										
Testing – Database Server										
Testing – Web Server										

Item	OEM - Make/Version	Operating System	Software Make / Version	Hypervisor Make/Version	Configuration Proposed	No. of units				No. of Licenses
						DC	DR	Office	Any other location	
SAN Storage and Allied components										
Application Proxy Firewall										
Intrusion Protection System (IPS)										
42U racks										
KVM switches										
Laptops										
Thin Client with Browser & pre-loaded operating system										
Desktops										
Hand Held Device with Barcode scanners										
Multi functional Laser Printer										
Network Printer										
Local Server										
Bar code scanners										
UPS										
Digital Signature										
Office Routers										
Office LAN switches										
Telephone for helpdesk										
Any other hardware component										

Witness:		**Bidder:**	
Signature	----------	**Signature**	----------
Name	----------	**Name**	----------
Address	----------	**Designation**	----------
		Company	----------
Date	----------	**Date**	----------

3.2.4 Annexure 3.2.4: Approach and Methodology for Implementation of the Technical Solution

1. The Bidder should cover details of the methodology proposed to be adopted for planning and implementation of solutions and infrastructure relating to establishment of the H-eCT solution.

2. The Bidder may give suggestions on improvement of the scope of work given in *Section IV - Scope of Work* and may mention the details of any add on services related to this project over and above what is laid down in the tender document. List of deliverables should also be identified and explained.

3. The Bidder shall describe the knowledgebase, best practices and tools that will be used by the project team for the execution of scope of work activities.

Witness:		**Bidder:**	
Signature	----------	**Signature**	----------
Name	----------	**Name**	----------
Address	----------	**Designation**	----------
		Company	----------
Date	----------	**Date**	----------

3.2.5 Annexure 3.2.5: Approach & Methodology for Operations/ Maintenance of the installed Infrastructure

1. The Bidder should cover details of the methodology proposed to be adopted for operations and maintenance of equipment and facilities related the H-eCT solution.

2. The Bidder should provide details about of the Service Helpdesk and handholding staff available for the purpose of resolution of issues pertaining to the conditions at the proposed solution.

Note: The Bidder must provide a note of proposed escalation procedure for the unresolved service requests and the procedures for handling the same.

3. The Bidder may give suggestions on improvement of the scope of work given in **Section IV - Scope of Work** and may mention the details of any add on services related to this project over and above what is laid down in the tender document. List of deliverables, including reports, should also be identified and explained.

4. The Bidder shall describe the knowledgebase, best practices and tools that will be used by the project team for the execution of scope of work activities.

Witness:		**Bidder:**	
Signature	----------	**Signature**	----------
Name	----------	**Name**	----------
Address	----------	**Designation**	----------
		Company	----------
Date	----------	**Date**	----------

3.2.6 Annexure 3.2.6: Detailed Work plan and Staffing Plan

1. The Bidder shall provide a detailed project plan with timelines, resource allocation, milestones etc. in Microsoft Project format for carrying out the scope of work activities.
2. The project plan should clearly indicate the deliverables at each milestone in the project and staffing deployment of all resources.
3. The Approach and Methodology should capture, in detail, all the activities enlisted in the project plan.

Witness:		**Bidder:**	
Signature	----------	**Signature**	----------
Name	----------	**Name**	----------
Address	----------	**Designation**	----------
		Company	----------
Date	----------	**Date**	----------

3.2.7 Annexure 3.2.7: Manpower details

1. The Bidder should provide a detailed resource deployment plan in place to ensure that technically qualified staff is available to deliver the project.
2. The Bidder should provide the summary table of details of the manpower that will be deployed on this project along with detailed CVs of key personnel (For personnel profile, please refer to section IV – 16 Constitution of the Team).

S. No.	Type of resource	No. of Resources	Key Responsibilities	Academic Qualifications and Certifications	Years of Relevant Experience
1.	Project Director				
2.	Project Manager				
3.	Post Implementation Project Manager				
4.	Solution Architect (Software)				
5.	Business Analyst and Tax Expert				
6.	Solution Architect (Hardware)				
7.	Database Administrators				
8.	System Administrator				
9.	Trainer				
10.	Module Leader				
11.	Programmers				
12.	QA Team Leaders				
13.	Software Configuration Management ('SCM') Coordinator				
14.	Testing Engineers				
15.	Technical Writer				
16.	Handholding staff				
17.	Data Digitization and Migration Staff				

S. No.	Type of resource	No. of Resources	Key Responsibilities	Academic Qualifications and Certifications	Years of Relevant Experience
18.	.....				

Witness:

Signature ----------

Name ----------

Address ----------

Date ----------

Bidder:

Signature ----------

Name ----------

Designation ----------

Company ----------

Date ----------

3.2.8 Annexure 3.2.8: Profile of Personnel

<table>
<tr><td>1.</td><td>Name of the employee</td><td></td></tr>
<tr><td>2</td><td>Proposed position</td><td></td></tr>
<tr><td>3</td><td>Designation</td><td></td></tr>
<tr><td>4</td><td>Date of Birth</td><td></td></tr>
<tr><td>5</td><td>Nationality</td><td></td></tr>
<tr><td>6</td><td>Education</td><td>
<table>
<tr><th>Qualification</th><th>Name of School / College / University</th><th>Degree Obtained</th><th>Date Attended</th></tr>
<tr><td></td><td></td><td></td><td></td></tr>
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<tr><td>7</td><td>Language</td><td>
<table>
<tr><th>Language</th><th>Read</th><th>Write</th><th>Speak</th></tr>
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<tr><td>8</td><td>Employment Record</td><td>
<table>
<tr><th>Employer</th><th>Position</th><th>From</th><th>To</th></tr>
<tr><td></td><td></td><td></td><td></td></tr>
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</table>
(Starting with present position list in reverse order)
</td></tr>
<tr><td>9</td><td>Relevant Experience</td><td>(Give an outline on the experience most pertinent to tasks mentioned in the project. Describe degree of responsibility held on these relevant assignments).</td></tr>
<tr><td>10</td><td>Certification</td><td>I, the undersigned, certify that to the best of my knowledge and belief, this bio-data correctly describes myself, my qualifications, and my experience.

Date:
Place Signature of the Authorized Signatory</td></tr>
</table>

3.2.9 Annexure 3.2.9: Details of Experience of responding firm

As per the format below the responding firm should provide information for each project on the similar assignments required for pre-qualification and technical evaluation criteria.

Sr. No.	Items	Details	
General Information			
1.	Customer Name		
2.	Name of the contact person and contact details for the client of the assignment		
3.	Whether client visit can be organized	(YES / NO)	
Project Details			
4.	Project Title		
5.	Start Date and End Date		
6.	Date of Go-Live		
7.	Total Cost of the project		
8.	Current Status (Live / completed / on-going / terminated / suspended)		
9.	No of staff provided by your company		
10.	Please indicate the current or the latest AMC period with the client *(From Month –Year to Month-Year)*		
11.	Please indicate whether the client is currently using the implemented solution		
Size of the project			
12.	Number of total users and concurrent users of the solution at the client location(s):	Total users	
		Concurrent users	
13.	Hardware (give brief details covering Server, Processor configuration (SMP or Cluster), storage technology (SAN or internal disks with RAID) etc		
14.	Security features implemented - Password-based / Role-based / Digital certificates / signature,		

	encryption, public key system, LDAP server, single sign-on etc.	
15.	Training responsibilities of Bidder	
16.	Any other information to be shared with Purchaser	
Enclosures Required		
Enclosure A: *Narrative Description of the Project*		
Enclosure B: *Detailed Description of actual services provided by your company:*		
Enclosure C: *Documentary Proof*		

Note: H-ETD team may like to visit the some of the reference sites to understand the project details. Details of about 2-3 reference sites should be provided. The Bidder should confirm from the client that a visit of H-ETD team to their site could be arranged

Witness:

Signature ----------

Name ----------

Address ----------

Date ----------

Bidder:

Signature ----------

Name ----------

Designation ----------

Company Seal ----------

Date ----------

3.2.10 Annexure 3.2.10: Details of Ineligibility for corrupt or fraudulent practices / Blacklisted with any of the Government or Public Sector Units

(To be submitted on the Letterhead of the responding firm)

To

The Excise and Taxation Commissioner, Government of Haryana

Vanijya Bhawan, Plot no.

I-3, Sector 5, Panchkula, Haryana

Subject: Declaration for not being under an ineligibility for corrupt or fraudulent practices or blacklisted with any of the Government or Public Sector Units in India

Dear Sir,

We, the undersigned, hereby declare that

- We are not under a declaration of ineligibility / banned / blacklisted by any State or Central Government / any other Government institutions in India for any reason as on last date of submission of the Bid or convicted of economic offence in India for any reason as on last date of submission of the Bid

Thanking you,

Yours faithfully,

(Signature of the Bidder)

Printed Name

Designation

Seal

Date:

Place:

Business Address:

Witness:		**Bidder:**	
Signature	----------	**Signature**	----------
Name	----------	**Name**	----------

Address	----------	**Designation**	----------
		Company	----------
Date	----------	**Date**	----------

3.2.11 Annexure 3.2.11: Statement of deviations from Schedule of Requirements

To

The Excise and Taxation Commissioner, Government of Haryana

Vanijya Bhawan, Plot no.

I-3, Sector 5, Panchkula, Haryana

Following are the Technical deviations and variations from the requirements and documents for "**Selection of a System Integrator for implementation of Commercial Taxes e-Governance for Excise and Taxation Department, Government of Haryana"** against Tender Dated <DATE>. These deviations and variations are exhaustive. Except these deviations and variations, the entire work shall be performed as per your requirements and documents.

S. No.	Section No.	Clause No.	Page No.	Statement of deviations and variations.	Remarks

We agree that additional conditions, if any, found in the tender documents, other than those stated in deviation schedule, shall not be given effect to

Note: Bidders may please note that compliance to a clause and a sub-clause would mean complete compliance to all the other sections within those clauses and sub-clauses.

Witness: **Bidder:**

Signature ---------- **Signature** ----------

Name ---------- **Name** ----------

Address ---------- **Designation** ----------

Company ----------

Date ---------- **Date** ----------

3.2.12 Annexure 3.2.12: Statement of Deviations from Tender Terms & Conditions

To

The Excise and Taxation Commissioner, Government of Haryana

Vanijya Bhawan, Plot no.

I-3, Sector 5, Panchkula, Haryana

Following are the deviations from the Terms and Conditions for "**Selection of a System Integrator ('SI') for implementation of Commercial Taxes e-Governance for Excise and Taxation Department, Government of Haryana"** against Tender **Dated <DATE>**. These deviations and variations are exhaustive. Except these deviations and variations, all other Terms and Conditions of the Tender are acceptable to us.

S. No.	Section No.	Clause No.	Page No.	Statement of deviations and variations.	Remarks

We agree that additional conditions, if any, found in the tender documents, other than those stated in deviation schedule, shall not be given effect to

Note: Bidders may please note that compliance to a clause and a sub-clause would mean complete compliance to all the other sections within those clauses and sub-clauses.

Witness:

Signature ----------

Name ----------

Address ----------

Date ----------

Bidder:

Signature ----------

Name ----------

Designation ----------

Company ----------

Date ----------

3.2.13 Annexure 3.2.13: Copy of Commercial Bid with the price column of the price bid format blanked out and Commercial Deviations from Tender Terms & Conditions

1. The Bidders would need to submit a blank copy of its Commercial Tender **(Annexure 3.3.3 of *Section III – Contents of the Bid***) with the technical Tender in compliance to the terms specified providing all the details, however, entire price related details should be omitted from this copy. **The Bidder should provide a tick (✓) mark against each item of the price bid format to indicate that there is a quote against this item in the Commercial bid.**

2. **Annexure 3.3.4 Statement of Commercial Deviations from Tender Terms & Conditions** without their prices/values. **Please ensure that no commercial values are indicated in the deviations. If so, please blank out the prices in the deviations. Also note that Annexure 3.3.4 with the prices/values included if any, is also part of the Commercial Bid.**

3.3 COMMERCIAL BID

3.3.1 Annexure 3.3.1: Commercial Bid Letter

(To be submitted on the Letterhead of the responding firm)

To

The Excise and Taxation Commissioner, Government of Haryana

Vanijya Bhawan, Plot no. I-3,

Sector 5, Panchkula, Haryana

Sir/ Madam,

Subject: Selection of a System Integrator ('SI') for implementation of Commercial Taxes e-Governance for Excise and Taxation Department, Government of Haryana

Reference: Tender Dated <DD/MM/YYYY>

We, the undersigned Bidder, having read and examined in detail all the Tender documents in respect of **Selection of a System Integrator ('SI') for implementation of Commercial Taxes e-Governance for Excise and Taxation Department, Government of Haryana** do hereby propose to provide services as specified in the Tender Dated <DD/MM/YYYY>

2. PRICE AND VALIDITY

2.1 All the prices mentioned in our Tender are in accordance with the terms as specified in the Tenderd documents. All the prices and other terms and conditions of this Tender are valid for a period of 180 calendar days from the date of submission of the Tenders.

2.2 We hereby confirm that our Tender prices include all taxes. However, all the taxes are quoted separately under relevant sections.

3. We have studied the clause relating to Indian Tax and hereby declare that if any income tax, surcharge on Income Tax, Professional and any other Corporate Tax in altercated under the law, we shall pay the same.

4. UNIT RATES

We have indicated in the relevant schedules enclosed, the unit rates for the purpose of on account of payment as well as for price adjustment in case of any increase to / decrease from the scope of work under the contract.

5. Bid Security

We have enclosed bid security in the form of a Bank Guarantee for a sum of **Rs. 50,00,000/- (Rupees Fifty Lakh only).** This bid security is liable to be forfeited in accordance with the provisions of the *Section I – Instructions to Bidders*

6. DEVIATIONS

We declare that all the services shall be performed strictly in accordance with the Tender documents except for the variations and deviations, all of which have been detailed out exhaustively in the following statement, irrespective of whatever has been stated to the contrary any where else in our bid:

(a) Statement of Commercial Deviations **(Annexure 3.3.4)**

Further we agree that additional conditions, if any, found in the Tender documents, other than those stated in deviation schedule, shall not be given effect to.

7. TENDER PRICING

We further confirm that the prices stated in our bid are in accordance with your Instruction to Bidders included in Tender documents.

8. QUALIFYING DATA

We confirm having submitted the information as required by you in your Instruction to Bidders. In case you require any other further information/documentary proof in this regard before evaluation of our Tender, we agree to furnish the same in time to your satisfaction.

9. BID PRICE

We declare that our Bid Price are for the entire scope of the work as specified in the Schedule of Requirements and Tender documents. These prices are indicated in **Annexure 3.3.3 of *Section III – Contents of Bid*** attached with our Tender as part of the Tender.

10. CONTRACT PERFORMANCE GUARANTEE BOND

We hereby declare that in case the contract is awarded to us, we shall submit the contract performance guarantee bond in the form prescribed in **Annexure 3.5 of Section III** and as specified under **Clause 32 of Section II - General Conditions of Contract.**

We hereby declare that our Tender is made in good faith, without collusion or fraud and the information contained in the Tender is true and correct to the best of our knowledge and belief.

We understand that our Tender is binding on us and that you are not bound to accept a Tender you receive.

We confirm that no Technical deviations are attached here with this commercial offer.

Thanking you,

Yours faithfully,

(Signature of the Bidder)

Printed Name

Designation

Seal:

Date:

Place:

Business Address:

Witness:		**Bidder:**	
Signature	----------	**Signature**	----------
Name	----------	**Name**	----------
Address	----------	**Designation**	----------
		Company	----------
Date	----------	**Date**	----------

3.3.2 Annexure 3.3.2: Bidder Particulars for Commercial Bid

S. No.	Area of the details to be provided		Responding Firm's / Company Details to be provided		
1	Name of the Bidder				
2	Address of the Bidder				
3	Telephone number of the Bidder				
4	Bidder's Tender number and date				
5	Name of the contact person to whom all references shall be made regarding this tender				
6	Designation of the person to whom all references shall be made regarding this tender				
7	Address of the person to whom all references shall be made regarding this tender				
8	e-mail address of the Bidder				
9	Fax number of the Bidder				
10	Telephone number of the Bidder				
11	Details of Registration	1. Registration Number of the Bidder.			
		2. Name of the place where the Bidder was registered.			
		3. Date when the company was registered.			
		4.Product /Service for which registered			
		5. Validity Period, if applicable.			
12	Central Service Tax No.				
13	VAT/Service Tax No.				
14	PAN No.				
15	Annual Turnover during last three financial Years 2007-08, 2008-09 and 2009-10		FY 2007-08	FY 2008-09	FY 2009-10

S. No.	Area of the details to be provided		Responding Firm's / Company Details to be provided		
16	Income Tax Paid during the last three financial Years 2007-08, 2008-09 and 2009-10		FY 2007-08	FY 2008-09	FY 2009-10
17	Details of ownership of the Bidder (Name and Address of the Board of Directors, Partners, etc)				
18	Name of the authorized signatory who is authorized to quote in the tender and enter into the rate contract (Power of Attorney to be submitted)				
19	Name of the Bankers along with the branch (as appearing in MICR cheque) & Account No.				
20	Status of Bidder like Pvt. Ltd. etc.				
21	Locations and addresses of the offices.	1. The corporate address			
		2. The official address of the service delivery centre.			
22	Name and contact details of the Project Manager	1. Name of the Project Manager assigned			
		2. Contact details viz; telephone number, official address of the Project Manager assigned.			

Witness: **Bidder:**

Signature ---------- **Signature** ----------

Name ---------- **Name** ----------

Address	----------	**Designation**	----------
		Company	----------
Date	----------	**Date**	----------

3.3.3 Annexure 3.3.3: Breakdown of Cost Components

1. Bidder should provide all prices as per the prescribed format under this Annexure. Bidder should not leave any field blank. In case the field is not applicable, Bidder must indicate "0" (Zero) in all such fields.
2. **All the prices (even for taxes) are to be entered in Indian Rupees ONLY (%age values are not allowed)**
3. It is mandatory to provide breakup of all Taxes, Duties and Levies wherever applicable and/or payable.
4. Purchaser reserves the right to ask the Bidder to submit proof of payment against any of the taxes, duties, levies indicated.
5. Purchaser shall take into account all Taxes, Duties & Levies for the purpose of Evaluation
6. The Bidder needs to account for all Out of Pocket expenses due to Boarding, Lodging and other related items.
7. **For the purpose of evaluation of Commercial Bids the Purchaser shall make appropriate assumptions as mentioned below to arrive at a common bid price for all the Bidders. This however shall have no co-relation with the Contract value or actual payment to be made to the Bidder.**

3.3.3.1 A: Total One-time Cost

3.3.3.1.1 A1: Core Software Cost

The Bidder should provide detailed cost breakup for **design, development / implementation and customization, testing, commissioning, roll-out and maintenance (first year AMC)** of the **Core Software Modules** proposed to be commissioned at the solution in the following format:

S. No.	Software Module	Total cost for H-eCT Module
1.	Registration	
2.	Return Filing	
3.	Tax Payment	
4.	Assessment	
5.	Refunds	
6.	Arrears & Recoveries	
7.	Central Form Management	
8.	Local Form Management	
9.	Remedies	
10.	Other Processes	
11.	Taxpayer Ledger	
12.	Liquor Flow	
13.	Monitoring & Inspection	
14.	User Administration	
15.	Others (If any)	

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S. No.	Software Module		Total cost for H-eCT Module
16.	Taxes (Please specify the components on which Taxes is being applied along with percentages	<<Tax Rate 1>>	
		<<Tax Rate 2>>	
		<<……..>>	
Total (in Figures)		**A1**	
Total (in Words)			

3.3.3.1.2 A2: Other Software Cost

The Bidder should provide detailed cost breakup **design, development / implementation and customization, testing, commissioning, roll-out and maintenance (first year AMC)** of the Other Software Modules proposed to be commissioned at the solution in the following format:

S. No.	Software Module	Total cost for Software Solution
1.	Workflow management	
2.	Mailing solution	
3.	Document Management System	
4.	Business Productivity Suite	
5.	Website Update and Maintenance	
6.	Anti-virus and Anti-spam Solution	
7.	Client Side executable utility	
8.	SMS and Mail Service	

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S. No.	Software Module		Total cost for Software Solution
9.	Payment Gateway		
10.	Interfacing with TINXSYS, E-biz and State Portal		
11.	Testing tools		
12.	Others (Please specify)		
13.	Taxes (Please specify the components on which Taxes is being applied along with percentages	<<Tax Rate 1>>	
		<<Tax Rate 2>>	
		<<……..>>	
Total (in Figures)		**A2**	
Total (in Words)			

3.3.3.1.3 A3: Hardware cost

The Bidder should provide detailed cost breakup (including first year AMC) of the hardware proposed to be commissioned at the H-eCT solution in the following formats:

S. No.	Hardware	Minimum Quantity at Primary & office site (A3.1)	Minimum Quantity at DR site (A3.2)	Minimum Quantity at near line data center site (A3.3)	Unit Rate (A3.4)	Total A3 = (A3.1 + A3.2 + A3.3) * A3.4
1.	Application Server					
2.	Database Server					

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S. No.	Hardware	Minimum Quantity at Primary & office site (A3.1)	Minimum Quantity at DR site (A3.2)	Minimum Quantity at near line data center site (A3.3)	Unit Rate (A3.4)	Total A3 = (A3.1 + A3.2 + A3.3) * A3.4
3.	Web Server					
4.	Middleware Server					
5.	Enterprise Access Manager					
6.	Enterprise Management Server					
7.	Directory Server					
8.	Enterprise Backup server					
9.	Archival Server					
10.	Antivirus Server					
11.	Authentication server					
12.	Integration Server with Application Integration Server Software					
13.	Load Balancer					
14.	Document and Configuration Repository Server					
15.	Testing - Application Server					
16.	Testing - Database Server					
17.	Testing - Web Server					

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S. No.	Hardware	Minimum Quantity at Primary & office site (A3.1)	Minimum Quantity at DR site (A3.2)	Minimum Quantity at near line data center site (A3.3)	Unit Rate (A3.4)	Total A3 = (A3.1 + A3.2 + A3.3) * A3.4
18.	SAN Storage and allied components					
19.	Application Proxy Firewall					
20.	Intrusion Protection System (IPS)					
21.	42U racks					
22.	KVM switches					
23.	Laptops					
24.	Thin Client with Browser & pre-loaded operating system					
25.	Desktops					
26.	Hand Held Device with Barcode scanners					
27.	Multi functional Laser Printer					
28.	Network Printer					
29.	Local Server					
30.	Bar code scanners					
31.	UPS					
32.	Digital Signature					

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S. No.	Hardware	Minimum Quantity at Primary & office site (A3.1)	Minimum Quantity at DR site (A3.2)	Minimum Quantity at near line data center site (A3.3)	Unit Rate (A3.4)	Total A3 = (A3.1 + A3.2 + A3.3) * A3.4
33.	Office Routers					
34.	Office LAN switches					
35.	Telephone for helpdesk					
36.	LAN cabling (300 meters)					
37.	Any other hardware component					
38.	.....					
39.	Taxes (Please specify the components on which Taxes is being applied along with percentages			<<Tax Rate 1>>		
				<<Tax Rate 2>>		
				<<……..>>		
Total (in Figures)				**A3**		
Total (in Words)						

3.3.3.1.4 A4: ICT Infrastructure Installation & Configuration Cost

The Bidder shall provide a detailed break-up of the cost for installation and configuration of Hardware infrastructure at SDC, Head Office, District Offices, Tax Collection Points and any other locations required.

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S. No.	Description	Number of Resources Deployed (A4.1)	Duration (Person months) (A4.2)	Person-Month Rate (A4.3)	A4 = (A4.1 * A4.2 * A4.3)
1.	Pre-Installation Planning				
2.	Installation				
3.	Configuration				
4.	Commissioning of the ICT Infrastructure Solution				
5.	Any other Component				
6.	.....				
7.	.....				
8.	Taxes (Please specify the components on which Taxes is being applied along with percentages	<<Tax Rate 1>>			
		<<Tax Rate 2>>			
		<<……..>>			
Total (in figures)		**A4**			
Total (in words)					

3.3.3.2 B: Annual Maintenance Cost ('AMC')

The successful bidder will be required to provide the annual maintenance support of the application for five subsequent years from the date of final acceptance of the H-eCT solution. The Maintenance Fee should be provided as per the following table.

The AMC should cover cost for providing all the services as part of "Phase 2 - Post Implementation Phase", unless specifically asked for separate cost.

3.3.3.2.1 B1: Annual Maintenance Cost for Core Software Module

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S. No.	Software Module		Year 2	Year 3	Year 4	Year 5
1.	Registration					
2.	Return Filing					
3.	Tax Payment					
4.	Assessment					
5.	Refunds					
6.	Arrears & Recoveries					
7.	Central Form Management					
8.	Local Form Management					
9.	Remedies					
10.	Other Processes					
11.	Taxpayer Ledger					
12.	Liquor Flow					
13.	Monitoring & Inspection					
14.	User Administration					
15.	Others (Please specify)					
16.	Taxes (Please specify the components on which Taxes is being applied along with percentages	<<Tax Rate 1>>				
		<<Tax Rate 2>>				
		<<……..>>				
17.	**Total (in Figures)**		**B1**			

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S. No.	Software Module	Year 2	Year 3	Year 4	Year 5
18.	**Total (in Words)**				

3.3.3.2.2 B2: Annual Maintenance Cost for Other Software Modules

S. No.	Software Solution		Year 2	Year 3	Year 4	Year 5
1.	Workflow management					
2.	Mailing solution					
3.	Document Management System					
4.	Business Productivity Suite					
5.	Website Update and Maintenance					
6.	Anti-virus and Anti-spam Solution					
7.	Client Side executable utility					
8.	SMS and Mail Service					
9.	Payment Gateway					
10.	Interfacing with TINXSYS, e-Biz and State Portal					
11.	Testing tools					
12.	Others (Please specify)					
13.	Taxes (Please specify the components on which Taxes is being applied along with percentages	<<Tax Rate 1>>				
		<<Tax Rate 2>>				
		<<……..>>				

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S. No.	Software Solution	Year 2	Year 3	Year 4	Year 5
14.	**Total (in Figures)**	**B2**			
15.	**Total (in Words)**				

3.3.3.2.3 B3: Annual Maintenance Cost for Hardware

S. No.	Hardware	Year 2	Year 3	Year 4	Year 5
1.	Application Server				
2.	Database Server				
3.	Web Server				
4.	Middleware Server				
5.	Enterprise Access Manager				
6.	Enterprise Management Server				
7.	Directory Server				
8.	Enterprise Backup server				
9.	Archival Server				
10.	Antivirus Server				
11.	Authentication server				
12.	Integration Server with Application Integration Server Software				
13.	Load Balancer				

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S. No.	Hardware	Year 2	Year 3	Year 4	Year 5
14.	Document and Configuration Repository Server				
15.	Testing - Application Server				
16.	Testing - Database Server				
17.	Testing - Web Server				
18.	SAN Storage and allied components				
19.	Application Proxy Firewall				
20.	Intrusion Protection System (IPS)				
21.	42U racks				
22.	KVM switches				
23.	Laptops				
24.	Thin Client with Browser & pre-loaded operating system				
25.	Desktops				
26.	Hand Held Device with Barcode scanners				
27.	Multi functional Laser Printer				
28.	Network Printer				
29.	Local Server				
30.	Bar code scanners				
31.	UPS				
32.	Digital Signature				

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S. No.	Hardware		Year 2	Year 3	Year 4	Year 5
33.	Office Routers					
34.	Office LAN switches					
35.	Telephone for helpdesk					
36.	LAN cabling (300 meters)					
37.	Any other hardware component					
38.	.....					
39.	Taxes (Please specify the components on which Taxes is being applied along with percentages	<<Tax Rate 1>>				
		<<Tax Rate 2>>				
		<<……..>>				
40.	**Total (in Figures)**		**B3**			
41.	**Total (in Words)**					

Note:

1. Annual Maintenance Contract will be considered from the date of certification of successful operations of the integrated solution given to Bidder by H-ETD. First year AMC should be free of cost.

3.3.3.3 C: Managed Services Cost

The successful bidder will be required to provide the various services for the successful operations of the H-eCT solution. The Managed Services Fee should be provided as per the following table.

3.3.3.3.1 C1: Data Digitization Cost

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S. No.	Cost component	Data Digitization Cost	
1.	Cost of migrating entire existing data from existing system to new system		
2.	Testing of migrated data		
3.	Any other Associated Cost		
4.	Taxes (Please specify the components on which Taxes is being applied along with percentages	<<Tax Rate 1>>	
		<<Tax Rate 2>>	
		<<……..>>	
Total (in Figures)		**C1**	
Total (in Words)			

3.3.3.3.2 C2: Handholding staff cost

S. No.	Cost component		Staff needed (C2.1)	Person month cost (C2.2)	C2 = C2.1 * C2.2 * 12
1.	Handholding staff				
2.	Any other cost component				
3.	Taxes (Please specify the components on which Taxes is being applied along with percentages	<<Tax Rate 1>>			
		<<Tax Rate 2>>			
		<<……..>>			
Total (in Figures)			**C2**		

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S. No.	Cost component	Staff needed (C2.1)	Person month cost (C2.2)	C2 = C2.1 * C2.2 * 12
Total (in Words)				

Note: The Purchaser reserves the right to extend the Hand-holding facility for one more year at the same cost provided as C2.

3.3.3.3.3 C3: Helpdesk and Facility Management Services Cost

S. No.	Cost component		Year 1	Year 2	Year 3	Year 4	Year 5
4.	Helpdesk and Facility Management Services Cost						
5.	Taxes (Please specify the components on which Taxes is being applied along with percentages	<<Tax Rate 1>>					
		<<Tax Rate 2>>					
		<<……..>>					
Total (in Figures)		**C3**					
Total (in Words)							

3.3.3.3.4 C4 Training cost

Please refer to Section 10 of 04 HETD Section IV - Scope of Work for training details.

S. No.	Training	No. of Sessions (C4.1)	Unit Rate (C4.2)	C4 = Training Cost (C4.1 * C4.2)
1.	Executive Leadership -	12		
2.	All Departmental Employees from Record Keeper and above	72		

S. No.	Training	No. of Sessions (C4.1)	Unit Rate (C4.2)	C4 = Training Cost (C4.1 * C4.2)
3.	Train the trainer	5		
4.	Reporting users	20		
5.	Administrators	2		
6.	Sensitization workshop for all employees	60		
7.	Computer basics training	240		
8.	Advertisement (3 times in 5 news papers)	15		
9.	Quarterly workshops for 2 years in each range	32		
10.	.....			
11.	Taxes (Please specify the components on which Taxes is being applied along with percentages)		<<Tax Rate 1>>	
			<<Tax Rate 2>>	
			<<……..>>	
Total (in Figures)			**C4**	
Total (in Words)				

3.3.3.3.5 C5: Migration to GST

S. No.	Cost component	Migration to GST

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S. No.	Cost component	Migration to GST	
1.	Cost of migration to GST		
2.	Any other Associated Cost		
3.	Taxes (Please specify the components on which Taxes is being applied along with percentages	<<Tax Rate 1>>	
		<<Tax Rate 2>>	
		<<……..>>	
Total (in Figures)		**C5**	
Total (in Words)			

3.3.3.3.6 C6: Annual Maintenance Cost towards Migration to GST

S. No.	Cost component		Year 2	Year 3	Year 4	Year 5
1.	Annual Maintenance Cost towards Migration to GST					
2.	Taxes (Please specify the components on which Taxes is being applied along with percentages	<<Tax Rate 1>>				
		<<Tax Rate 2>>				
		<<……..>>				
Total (in Figures)		**C6**				
Total (in Words)						

Note:

1. Annual Maintenance Contract for GST migration will be considered from the date of certification of successful operations of the integrated solution given to Bidder by H-ETD. First year AMC should be free of cost.

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3.3.3.3.7 C7: Development of Information Security Policies and Procedures

S. No.	Cost component	Development of Information Security Policies and Procedures	
1.	Development of Information Security Policies and Procedures		
2.	Any other Associated Cost		
3.	Taxes (Please specify the components on which Taxes is being applied along with percentages	<<Tax Rate 1>>	
		<<Tax Rate 2>>	
		<<……..>>	
Total (in Figures)		**C7**	
Total (in Words)			

3.3.3.3.8 C8: Disaster Recovery Cost

S. No.	Cost component		Year 1	Year 2	Year 3	Year 4	Year 5
1.	Cost of DR site						
2.	Cost of near line data center site						
3.	Cost of DR Services						
4.	Any other associated cost						
5.	Taxes (Please specify the components on which Taxes is being applied along with percentages	<<Tax Rate 1>>					
		<<Tax Rate 2>>					
		<<……..>>					
Total (in Figures)		**C8**					

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S. No.	Cost component	Year 1	Year 2	Year 3	Year 4	Year 5
Total (in Words)						

3.3.3.3.9 C9: Networking Cost

S. No.	Cost component	Year 1	Year 2	Year 3	Year 4	Year 5
1.	Local Area Network for all H-ETD locations					
2.	Networking between SDC and DR site - Primary					
3.	Networking between SDC and DR site - Secondary					
4.	Networking between SDC and near line data center site - Primary					
5.	Networking between SDC and near line data center site - Secondary					
6.	Networking between near line data center site and DR site - Primary					
7.	Networking between near line data center site and DR site – Secondary					
8.	Network for handheld devices for mobile squads (Primary & secondary)					
9.	Phone line network for internal user Helpdesk					
10.	Phone line network for external user Call center					
11.	Any other associated cost					

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S. No.	Cost component		Year 1	Year 2	Year 3	Year 4	Year 5
12.	Taxes (Please specify the components on which Taxes is being applied along with percentages	<<Tax Rate 1>>					
		<<Tax Rate 2>>					
		<<……..>>					
Total (in Figures)		**C9**					
Total (in Words)							

3.3.3.3.10 C10: Callcenter for external users

S. No.	Cost component		Year 1	Year 2	Year 3	Year 4	Year 5
1.	Callcenter for external users						
2.	Taxes (Please specify the components on which Taxes is being applied along with percentages	<<Tax Rate 1>>					
		<<Tax Rate 2>>					
		<<……..>>					
Total (in Figures)		**C10**					
Total (in Words)							

3.3.3.3.11 C11: Any other service to be provided

S. No.	Cost component		Year 1	Year 2	Year 3	Year 4	Year 5
1.	Any other service to be provided						
2.	Taxes (Please specify the	<<Tax Rate 1>>					

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S. No.	Cost component		Year 1	Year 2	Year 3	Year 4	Year 5
	components on which Taxes is being applied along with percentages	<<Tax Rate 2>>					
		<<……..>>					
Total (in Figures)		**C11**					
Total (in Words)							

3.3.3.4 D: Additional cost

3.3.3.4.1 D1: Additional Manpower Cost

S. No.	Description	Person-Month Rate (Inclusive of expenses) (D1.1)	Taxes (Please specify the components on which Taxes is being applied along with percentages (D1.2)	Total person-month rate D1 = D1.1 + D2.2
1.	Project Director			
2.	Project Manager			
3.	Post Implementation Project Manager			
4.	Solution Architect (Software)			
5.	Business Analyst and Tax Expert			
6.	Solution Architect (Hardware)			
7.	Database Administrators			
8.	System Administrator			
9.	Trainer			

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S. No.	Description	Person-Month Rate (Inclusive of expenses) (D1.1)	Taxes (Please specify the components on which Taxes is being applied along with percentages (D1.2)	Total person-month rate D1 = D1.1 + D2.2
10.	Module Leader			
11.	Programmer			
12.	QA Team Leader			
13.	Software Configuration Management ('SCM') Coordinator			
14.	Testing Engineer			
15.	Technical Writer			
16.	Handholding staff (Applicable from year 3)			
17.	Data digitization and migration Staff (Applicable after completion of initial Data digitization and migration)			
18.	Any other			

Note: Additional man-power cost should be applicable for the entire duration of the contract, unless specified.

3.3.3.5 Summary of Cost Components

S. No.	Description	Total Cost ##
1.	Core Software Cost	A1

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S. No.	Description	Total Cost ##
2.	Other Software Cost	A2
3.	Hardware cost	A3
4.	ICT Infrastructure Installation & Configuration Cost	A4
Implementation Cost		**A = A2 + A2 + A3 + A4**
5.	Annual Maintenance Cost for Core Software Module	B1
6.	Annual Maintenance Cost for Other Software Modules	B2
7.	Annual Maintenance Cost for Hardware	B3
Annual Maintenance Cost ('AMC')		**B = B1 + B2 + B3**
8.	Data Digitization Cost	C1
9.	Handholding staff cost	C2
10.	Helpdesk and Facility Management Services Cost	C3
11.	Training cost	C4
12.	Migration to GST	C5
13.	Annual Maintenance Cost towards Migration to GST	C6
14.	Development of Information Security Policies and Procedures	C7
15.	Disaster Recovery Cost	C8
16.	Networking Cost	C9
17.	Call center for external users	C10
18.	Any other service to be provided	C11

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S. No.	Description	Total Cost [##]
19.	**Total Cost**	**L = A + B + C1 + C2 + C3 + C4 + C5 + C6 + C7 + C8 + C9 + C10 + C11**

Note:

[##] The total cost would be considered for commercial evaluation of the bids. This however shall have no co-relation with the Contract value or actual payment to be made to the successful bidder.

Witness:

Signature ----------

Name ----------

Address ----------

Date ----------

Bidder:

Signature ----------

Name ----------

Designation ----------

Company ----------

Date ----------

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3.3.4 Annexure 3.3.4: Statement of Commercial Deviations

(To be submitted on the Letterhead of the responding firm)

To

The Excise and Taxation Commissioner, Government of Haryana

Vanijya Bhawan, Plot no.

I-3, Sector 5, Panchkula, Haryana

Following are the Commercial deviation(s) and variation(s) from the exceptions to the specifications and documents for the Tender Dated <DATE>. These deviation(s) and variation(s) are exhaustive. Except these deviation(s) and variation(s), the entire work shall be performed as per your specifications and documents.

S. No.	Section No.	Clause No.	Page No.	Statement of deviations and variations.	Remarks

We agree that additional conditions, if any, found in the tender documents, other than those stated in deviation schedule, shall not be given effect to

Note: Bidders may please note that compliance to a clause and a sub-clause would mean complete compliance to all the other sections within those clauses and sub-clauses.

Witness:

Signature ----------

Name ----------

Address ----------

Date ----------

Bidder:

Signature ----------

Name ----------

Designation ----------

Company ----------

Date ----------

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3.4 Annexure 3.4: Proforma for Bid Security

Whereas ---------- (hereinafter called 'the Bidder') has submitted its Tender dated ---------- for **"Selection of a System Integrator ('SI') for implementation of Commercial Taxes e-Governance for Excise and Taxation Department, Government of Haryana"** (hereinafter called "the Bidder") to Excise and Taxation Department, Government of Haryana (H-ETD) (hereinafter called "the Purchaser")

KNOW ALL MEN by these presents that WE ---------- of ---------- ---------- having our registered office at ---------- (hereinafter called "the Bank") are bound unto the Purchaser to the sum of ---------- for which payment well and truly to be made to the said Purchaser, the Bank binds itself, its successors and assigns by these presents.

Sealed with the Common Seal of the said Bank this ----------day of ----------2011.

THE CONDITIONS of this obligation are:

1. If the Bidder, withdraws its bid during the period of bid validity specified by the Bidder on the Tender Form; or
2. If the Bidder, having been notified of the acceptance of its bid by the Purchaser during the period of bid validity.
    a. fails or refuses to execute the Proforma for Contract, if required; or
    b. fails or refuses to furnish the Bank Guarantee for Contract Performance, in accordance with the instructions to Bidders;

We undertake to pay to the Purchaser up to the above amount upon receipt of its first written demand, without the Purchaser having to substantiate its demand, provided that in its demand the Purchaser will note that the amount claimed by it is due to it owing to the occurrence of one or both of the two conditions, specifying the occurred condition or conditions.

This guarantee will remain in force up to and including 45 days after the period of Tender validity, and any demand in respect thereof should reach the Bank not later than the above date.

(Authorized Signatory of the Bank)

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3.5 Annexure 3.5: Proforma for Bank Guarantee for Contract Performance

Ref: _____ Date _____

Bank Guarantee No. _____

To

The Excise and Taxation Commissioner, Government of Haryana

Vanijya Bhawan, Plot no. I-3, Sector 5, Panchkula, Haryana

Phone: +91 172 2590990, 2590931

Fax: +91 172 2590935, 2590932

e-mail: mail@haryanatax.com

1. Against contract vide Advance Acceptance of the Tender No. _____ dated _____ covering _____ (hereinafter called the said "Contract") entered into between the Excise and Taxation Department, Government of Haryana (H-ETD) (hereinafter called "the Purchaser") and _____ (hereinafter called the "Bidder") this is to certify that at the request of the Bidder we ---------- Bank Ltd., are holding in trust in favour of the Purchaser, the amount of _____ (write the sum here in words) to indemnify and keep indemnified the Purchaser against any loss or damage that may be caused to or suffered by the Purchaser by reason of any breach by the Bidder of any of the terms and conditions of the said contract and/or in the performance thereof. We agree that the decision of the Purchaser, whether any breach of any of the terms and conditions of the said contract and/or in the performance thereof has been committed by the Bidder and the amount of loss or damage that has been caused or suffered by the Purchaser shall be final and binding on us and the amount of the said loss or damage shall be paid by us forthwith on demand and without demur to the Purchaser.

2. We _____ Bank Ltd, further agree that the guarantee herein contained shall remain in full force and effect during the period that would be taken for satisfactory performance and fulfillment in all respects of the said contract by the Bidder i.e. till _____ hereinafter called the said date and that if any claim accrues or arises against us _____ Bank Ltd, by virtue of this guarantee before the said date, the same shall be enforceable against us _____ Bank Ltd, notwithstanding the fact that the same is enforced within six months after the said date, provided that notice of any such claim has been given to us _____ Bank Ltd, by the Purchaser before the said date. Payment under this letter of guarantee shall be made promptly upon our receipt of notice to that effect from the Purchaser.

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3. It is fully understood that this guarantee is effective from the date of the said contract and that we _____ Bank Ltd, undertake not to revoke this guarantee during its currency without the consent in writing of the Purchaser.

4. We undertake to pay to the Purchaser any money so demanded notwithstanding any dispute or disputes raised by the Bidder in any suit or proceeding pending before any court or Tribunal relating thereto our liability under this present bond being absolute and unequivocal.

   The payment so made by us under this bond shall be a valid discharge of our liability for payment there under and the Bidder shall have no claim against us for making such payment.

5. We _____ Bank Ltd, further agree that the Purchaser shall have the fullest liberty, without affecting in any manner our obligations hereunder to vary any of the terms and conditions of the said contract or to extend time of performance by the Tendered from time to time or to postpone for any time of from time to time any of the powers exercisable by the Purchaser against the said Bidder and to forebear or enforce any of the terms and conditions relating to the said contract and we, _____ Bank Ltd., shall not be released from our liability under this guarantee by reason of any such variation or extension being granted to the said Bidder or for any forbearance by the Purchaser to the said Bidder or for any forbearance and or omission on the part of the Purchaser or any other matter or thing whatsoever, which under the law relating to sureties, would, but for this provision have the effect of so releasing us from our liability under this guarantee.

6. This guarantee will not be discharged due to the change in the constitution of the Bank or the Bidder.

Date _____

Place _____ Signature _____

Witness _____ Printed name _____

(Bank's common seal)

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3.6 Annexure 3.6: Proforma for Contract

THIS AGREEMENT made the _____ day of _____2011

BETWEEN

The Excise and Taxation Department, Government of Haryana (H-ETD) (hereinafter referred to as "the Purchaser") which expression shall unless repugnant to the context or meaning thereof mean and be deemed to include its authorized agents, representatives and permitted assigns of the First Part.

AND

The Party _____ (hereinafter referred to as "the Agency (AGENCY)") which expression shall unless repugnant to the context or meaning thereof mean and be deemed to include their successors and permitted assigns having its registered office at _____ of the Second Part.

WHEREAS

(a) The Purchaser had invited Tenders vide their Tender _____ (hereinafter referred to as 'Tender Document') for "Appointment System Integrator ('SI') for implementation of Commercial Taxes e-Governance for Excise and Taxation Department, Government of Haryana"

(b) The AGENCY had submitted its proposal dated _____ (hereinafter referred to as the 'Tender') for the provision of such services in accordance with its proposal as set out in its Tender and in accordance with the terms and conditions of the Tender and this Contract.

(c) The Purchaser has agreed to appoint the AGENCY for the provision of such services and the AGENCY has agreed to provide services as are represented in the Tender, including the terms of this Contract, the Schedules attached hereto and in accordance with the terms of the Tender, and in terms of the discussions, negotiations and clarifications in relation to the implementation of the scope of work.

(d) In consideration of the foregoing and the mutual covenants and promises contained herein and other good and valuable consideration the receipt and adequacy of which is hereby acknowledged, the parties intending to be bound legally.

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NOW THIS AGREEMENT WITNESSETH AS FOLLOWS:

1. In this Agreement words and expressions shall have the same meanings as are respectively assigned to them in the General Conditions of Contract referred to.

2. The following documents shall be deemed to form and be read and construed as part of this Agreement viz:

    a. the Scope of Work
    b. the General Conditions of Contract
    c. the Service Level Agreement (SLA)
    d. the Purchaser's Notification of Award.

3. In consideration of the payments to be made by the Purchaser to the AGENCY as hereinafter mentioned, the AGENCY hereby covenants with the Purchaser to provide the Services and to remedy defects therein in conformity in all respects with the provisions of the Contract.

4. The Purchaser hereby covenants to pay the AGENCY in consideration of the provision of the Services and the remedying of defects therein, the Contract Price or such other sum as may become payable under the provisions of the Contract at the times and in the manner prescribed by the Contract.

    IN WITNESS whereof the parties hereto have caused this Agreement to be executed in accordance with their respective laws the day and year first above written

Signed, Sealed and Delivered by the said _____

(For the Purchaser in the presence of: _____ (WITNESS)

Signed, Sealed and Delivered by the said _____

(For the AGENCY) in the presence of: _____ (WITNESS)

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1 Project Intent

1.1 The Government of Haryana has been one of the pioneering states in India in implementation of tax reforms, especially, in the introduction of Value Added Tax. Effective and Efficient Commercial Taxes administration calls for significant ICT support and in this context, the Department of Excise and Taxation, Government of Haryana ('H-ETD' or 'the Department') has made significant investments in implementation of IT solutions for:

- 1.1.1 Delivery of taxpayer services and
- 1.1.2 Internal computerization to support
  - 1.1.2.1 Delivery of taxpayer services and
  - 1.1.2.2 Various tax administration procedures.

1.2 With the nation preparing for implementation of Goods and Services Tax ("GST") in the near future, the Department has decided to streamline its existing IT initiatives and strengthen them further.

1.3 The e-Governance initiative of the Commercial Taxes Department of Haryana under this engagement is expected to facilitate a quantum jump in ICT adoption in – line with the outcomes of CT-MMP (Commercial Taxes – Mission Mode Project):

- 1.3.1 Transformation of internal processes & re-organization of department along functional lines
- 1.3.2 Enhancing Taxpayer services to promote self –assessment and taxpayer compliance
- 1.3.3 Improved Service Delivery
  - 1.3.3.1 Online application for registration
  - 1.3.3.2 Online filing for returns
  - 1.3.3.3 Electronic clearance of refunds
  - 1.3.3.4 Online payment of tax
  - 1.3.3.5 Online dealer ledger
  - 1.3.3.6 Online dealer verification
  - 1.3.3.7 Online issuance of CST statutory forms through TINXSYS
  - 1.3.3.8 Facility to dealer to obtain various online information services
- 1.3.4 Enabling classification of dealers based on turnover, industry, commodity and risk assessment of taxpayers
- 1.3.5 Providing visibility of tax ledger to dealer and enabling cross-check of dealer purchase and sales ledgers
- 1.3.6 Enable generation of MIS reports

1.4 Some of the key outcomes expected include the following:

- 1.4.1 Improved compliance by unique identification of tax payers, dealer classification and establishment of dealer risk profiles
- 1.4.2 Effectiveness in collections
- 1.4.3 Efficient Service Delivery

1.4.4 Easy and reduced cost of compliance for the stakeholder

1.4.5 Improved Transparency in operations

1.4.6 Enabling formulation of policies based on historical data and current economic & market trends

1.4.7 Ability to view trends in the tax collection and dealer activities. This can be enabled with the help of ad-hoc reports and customizable dashboards.

1.4.8 Readiness to handle GST

1.4.9 Compliance to CT-MMP Ministry of Finance guidelines issued by Department of Revenue, Ministry of Finance, India.

2 Background and Project Brief

2.1 The Excise and Taxation Department is primarily a tax collecting agency of the Haryana State Government. The Department also regulates import, export, transport, manufacture, sale and possession of intoxicating liquor and of intoxicating drugs, controls price and movement of molasses, levies and collects duties of excise on medicinal and toilet preparations containing alcohol, narcotic drug, and controls and regulates operations relating to narcotic drugs and psychotropic substances.

2.2 The department administers the following acts:

2.2.1 Tax Administration:

2.2.1.1 The Haryana Value Added Tax Act, 2003

2.2.1.2 The Central Sales Tax Act, 1956

2.2.1.3 The Haryana Local Area Development Tax Act, 2000

2.2.1.4 The Punjab Entertainments Duty Act, 1955

2.2.1.5 The Haryana Tax on Luxuries Act, 2007

2.2.1.6 The Punjab Passengers & Goods Taxation Act, 1952

2.2.1.7 The Haryana Tax on Entry of Goods into Local Areas Act, 2008.

2.2.2 Excise Administration:

2.2.2.1 The Punjab Excise Act, 1914 [As applicable to Haryana]

2.2.2.2 The East Punjab Molasses Control Act, 1932

2.2.2.3 The Narcotic Drugs & Psychotropic Substances Act, 1985

2.3 The Department recognizes the need to modernize its tax administration and adopt the most suitable tax policy design in the light of the present day requirements and in keeping with the increasing globalization of economy. Tax reform measures are also needed to ensure buoyant revenue flow, improve voluntary compliance, and combat malpractices, if any.

2.4 It has therefore undertaken the task of implementing e-Governance initiatives and introduction of automation in the working of the department. The initiative is planned to cover following acts which are administered by the Department:

2.4.1 Value Added Tax

2.4.2 Excise Duty

2.4.3 Central Sales Tax

2.4.4 Passenger & Goods Tax

2.4.5 Entertainment Duty

2.4.6 Luxury Tax

2.5 One of the drivers for the e-Governance initiatives is the preparatory work done as part of the Commercial Taxes Mission Mode Project (“CT-MMP”). The MMP outlined the following vision for commercial tax administration in India.

2.5.1 An Efficient Commercial Tax administration would mean lower costs of administration for the department and lower costs of compliance for the taxpayer.

2.5.2 An Effective Commercial Tax administration system would help improve revenue yield, maximization of voluntary compliance, reduced revenue leakages, reduction in disputes with taxpayers and timely resolution of objections and appeals.

2.5.3 An Equitable Commercial Tax administration system would bring about greater transparency in tax administration, uniformity/consistency in application of tax to taxpayers in similar circumstances and greater control over fraud and collusion

2.6 The Commercial Tax functions can be identified as:

2.6.1 Key functions: Registration / amendment / cancellation, collection of returns and taxes, ensuring compliance, scrutiny, assessment, imposing penalties for related infractions, keeping up-to-date records of all dealers and tax payer services i.e. issue of forms and tax payer' education and guidance, normal recovery

2.6.2 Critical functions: Intelligence, Investigation, Mobile Squads, Check Posts, coercive recovery and Enforcement

2.6.3 Complementary functions: Appeals & Quasi-judicial, Vigilance

2.6.4 Competence/Competitiveness functions: HRD, Training, Policy, Internal Audit, Accounts, Public Relations, Law & litigation, Information Technology

2.7 For tax administration, the state is divided into 4 ranges and 23 taxation districts. Each range comprises several districts. A district is further divided into 2 to 10 wards having 700-1000 registered dealers under the HVAT Act / CST Act / Luxury Act.

2.8 The main work at any ward relates to checking and prevention of evasion /avoidance of tax, registration of taxpayers (dealers / importers / entertainment house owners), receipt, scrutiny and assessment of tax returns filed by them, recovery of tax arrears and defense of cases in appeal or before the Courts.

2.9 Also, at the field level, the State is divided for excise administration into 21 districts which are co-terminus with general administration. The main work at district office relates to checking and prevention of illicit distillation, smuggling of liquor and collection of excise duties and fees from the excise licensees and to see that they conduct their business in accordance with excise rules and regulations. Where the licenses are given by auction, it is the duty of the excise administration to ensure that the licenses are auctioned at the best prices in the market.

2.10 The primary functions performed by the H-ETD are as follows:

2.10.1 **Registration of business**: The department registers dealers and issues registration certificate. It also records amendments in business details of dealers as notified by the latter. The registration certificate is cancelled / suspended due to various reasons.

2.10.2 **Collection of Tax**: The department adds to the revenue of the state by collecting tax through Challans or Tax Collection Points.

2.10.3 **Tax Returns**: The department fixes the periodicity of the returns to be filed by the Tax payers. A defaulter list is generated for monitoring the dealers that have not filed returns and notices are sent to them. It also verifies the input tax rebate being claimed by the dealer by checking the sales and purchase bills.

2.10.4 **Refund of Tax**: The cases related to refund are processed for adjustment or payment.

2.10.5 **Control of forms**: The department issues forms to dealers and tracks the same. It also maintains the details of forms returned or lost by the dealers.

2.10.6 **Accounting of Tax**: The department maintains proper records of dealers' partners' details and their premises, and their stake in the business. It maintains records of refunds paid or adjusted in the returns filed by the dealers. The details of Tax Arrears are also maintained.

2.10.7 **Recovery**: A demand notice is generated and tax is collected from dealers in the form of arrears. In cases of non-payment of tax by the dealers during the prescribed period the department resorts to coercive methods such as arrest or warrant of attachment and sale of movable property, auction of immovable property of the defaulter etc to recover the due amount.

2.10.8 **Assessment**: The department is responsible for auditing and assessment of its registered dealers. Assessment and audit of dealers is done on the basis of the returns filed and allied material available on the dealer. Thereafter, demand notice is generated and the same is monitored for compliance. Refund orders are generated case to case basis. The payments are adjusted against any other demands or payment of refund after adjustment is made.

2.10.9 **Appeals**: The department also deals with appeals filed by the dealers. After an appeal is received by the appellate authority it is heard and the application is either accepted or rejected or in some cases remanded. The Department is a party in various court cases. There is a Legal cell at the Head Office for dealing with court cases.

2.10.10 **Business Premises inspection**: The department conducts visits to dealer premises, market surveys, inspections of business premises etc for checking any tax evasion.

2.10.11 Revisions: Senior Officers of the Department, suo-moto or on reference, examine the orders passed by lower authorities for the purpose of removing any illegalities or improprieties therein.

2.10.12 **Audit**: Accountant General, Haryana regularly carries out the audit of orders passed by various officers of the Department and of various Govt. payments.

2.10.13 **Enforcement of Commercial T**axes: Mobile squads of the Department check documents of the goods during their movement for the purpose of enforcing payment of tax on those. Goods above certain value must be accompanied with a challan issued by Department. The Department monitors the use of these challan forms.

2.10.14 **Passengers and Goods Tax**: The Department levies and recovers passenger tax from all commercial vehicles carrying passengers on hire and goods tax from all commercial vehicles

carrying goods on hire. The Department has put up Tax Collection Points at the important entry points on the Inter State Roads, which serve as payment counters for payment of voluntary tax. Staff posted at Tax Collection Points, officers deputed in mobile squads collect tax and penalty against official receipts whose issue and use is controlled and maintained by the department.

2.10.15 **Excise Duty and Allied Acts**: The Department collects Excise Duty on country liquor. It also controls the distribution and sale of liquor. Revenue is collected by way of license fee, permit fee, excise duty, export/import fee etc. Under the East Punjab Molasses Control Act the Department issues permission for export of molasses from various sugar mills on payment of nominal administration charges. Under the Medicinal and Toilet Preparation Act, 1955 the Department issues permits for use of spirit, opium etc. on the recommendations of Director Health Services for manufacture of medicines. Under the Narcotic Drugs and Psychotropic substances Act, 1983 the Department controls the movement of Narcotic Drugs and Psychotropic Substances.

2.10.16 **Punjab Entertainment Duty Act, 1955**: the Department levies and recovers Entertainment Duty on payments made for admission to Public Cinematograph Exhibitions and all other entertainments, including, clubs, fun parks, resorts etc.

2.10.17 **Luxury Act**

2.11 The key objectives for e-Governance implementation are as follows:

2.11.1 Transformation of internal processes & Re-organization of department along functional lines

2.11.1.1 Commercial tax departments in India have traditionally been organized along geographical lines and characterized by strong one-dealer-one-officer linkages. Today technology makes it possible to reduce the levels of personal interaction required between officials and taxpayers. Further, VAT is based on the principle of self-assessment by a dealer in contrast to the earlier sales tax regime where each dealer was individually assessed every year. Therefore, organizational systems which existed in the erstwhile sales tax regime have been less relevant.

2.11.2 Promote self –assessment and taxpayer compliance

2.11.2.1 Tax administration in India has formally adopted the approach of self-assessment across all revenues. The concept is based on the understanding that taxpayers are, because of the information known only to them, best placed to assess their tax liabilities and that the tax authorities' efforts are best directed to identifying those taxpayers most likely to understate their tax liabilities, and focusing their scarce resources on the areas of least revenue reliability.

2.11.2.2 The promotion of voluntary compliance is the primary objective of good VAT administration and is promoted by an awareness of rights and the existence of clear, simple and "user-friendly" administrative system and procedures. In order to achieve high levels of voluntary compliance, taxpayers must have good standard of services.

2.11.3 Improved Service Delivery

2.11.3.1 In order to improve efficiency of administrative processes, the procedures should be simplified and processing timelines reduced by usage of computerized systems. Faster grant of registrations and electronic processing of returns can be facilitated by initiatives like:

- Online application for registration
- Online filing for returns
- Electronic Clearance of refunds
- Online payment of tax
- Online dealer ledger
- Online dealer verification
- Online issuance of CST statutory forms through TINXSYS
- Facility to dealer to obtain various online information services

2.11.4 Classification of Dealers based on Turnover, Industry & Risk

2.11.4.1 Leading VAT administrations across the world have classified dealers according to industry and turnover to categorize dealers and to conduct focused industry-oriented studies. For the purpose of revenue forecasting, studying patterns of tax collection and also to facilitate easy exchange of information across various Governmental agencies, categorization of dealers at the time of registration according to industry is necessary. This classification would be complementary to the HSN system of commodity classification. Also, VAT administration design recommendations from CT-MMP rely heavily on development of risk-assessment tools to determine which taxpayers' matters must be examined closely, not merely at the audit level, but at all stages of the tax process, from registration to collection on the basis of dealer risk profiles.

2.11.5 Enabling cross verification of Dealer Purchase and Sales Ledgers & providing visibility to dealer ledger

2.11.5.1 The VAT system envisages refund of input tax credit. The verification of refund of tax paid by tax payer becomes very important function before grant of same. To confirm the sales/purchase transactions cross verification becomes an important tool to prevent revenue leakage.

2.11.5.2 Also, providing visibility to the assessment of claims as per the tax ledger of a dealer is an important step towards achieving transparency in VAT administration. Implementation of such a facility is considered the hallmark of a good VAT administration as it requires streamlining of all internal tax accounting and revenue management procedures of a tax department. CT-MMP places lot of emphasis on streamlining of tax collection and accounting procedures and providing visibility to dealers of the tax ledger

2.11.6 Improving forecasting and analytical capabilities of the department

2.11.6.1 Revenue forecasting is a critical element of a good tax administration. A good model of revenue forecasting which aggregates various macroeconomic factors and information about taxpayers would be a valuable tool to forecast tax collection and seasonal variations and also to identify potential avenues for raising additional tax revenues. As a function, revenue forecasting capabilities are a key area of development for commercial tax administrations in India and CT-MMP places lot of emphasis on development of this function as an integrated part of the commercial tax organization.

2.11.6.2 Use of analytical tools would also enable generation of MIS Reports for monitoring routine business operations and viewing trends in tax collection and dealer activities, and aid in formulation of policies based on historical data and current economic & market trends.

2.11.7 Adoption of leading practices and best-in-class technology after study of commercial tax department of other states in India

2.11.7.1 Introduction of ICT entails opportunities for process improvements including defining a new set of processes. Identification and evaluation of best practices from other States in India that could be considered for introduction as part of the process improvement will be explored.

2.11.8 Enabling readiness for GST and compliance to CT-MMP and Ministry of Finance guidelines

2.11.8.1 The transition to GST would involve a significant change in the scope & approach of the proposed solution that is being planned, and therefore the system needs to be in a state or readiness to handle GST. Also, the Department of Revenue, Ministry of Finance has prepared guidelines in connection with Mission Mode Project for Computerization of Commercial Taxes administration (MMPCT) to be followed by all states while implementing the scheme

3 Scope of Work

3.1 The key objectives for implementation of H-eCT solution are as follows:

3.1.1 As the digital economy evolves, the concept of good Governance assumes a greater significance in bringing qualitative changes to delivery of Government services to citizens and businesses. The increased adoption of e-Governance is expected to improve transparency, quicker information dissemination, and greater efficiency in the delivery of public services in a multitude of sectors

3.1.2 The Government of Haryana has given a special emphasis on implementation of Mission Mode e-Governance Projects identified under the National e-Governance Plan ('NeGP'). Haryana's IT vision aims to improve the quality of life of its citizens by empowering access to the emerging economic opportunities both within and outside the country. Accordingly, the e-Governance vision of Haryana is to achieve efficiency, transparency and accountability in governance by providing ICT enabled access and opportunities for all, anywhere and at anytime.

3.1.3 The vision necessitates the adoption of a holistic view towards the individual e-Governance initiatives that is aligned and guided by the State's vision and strategy. Such an approach to achieving objectives would result not only in effectiveness of service delivery but also benefit the citizen with a seamless view of the Government. Besides, there could also be an added advantage of enabling huge savings in cost resulting from sharing of the core infrastructure and facilities, besides promoting interoperability between systems through adoption of standards.

3.1.4 The e-Governance initiative of the Commercial Taxes Department of Haryana under this engagement is expected to facilitate a quantum jump in ICT adoption. The solution envisaged should take into account the experiences that have emerged from the various other e-Governance initiatives, especially those that are similar in nature, so that the pace and effectiveness of the projects can be greatly enhanced. This should be coupled with Department's own learnings through past efforts in computerization.

3.1.5 The implementation of H-eCT project leads to the quick and effective realization of the underlying objectives related to tax administration that are being pursued by the Department, some of which are given below:

3.1.5.1 Improved compliance

3.1.5.2 Effectiveness in collections

3.1.5.3 Efficient service delivery

3.1.5.4 Ease and reduced cost of compliance for the stakeholder

3.1.5.5 Transparency in operations

3.1.5.6 Reduction in discretionary approach to assessments & decisions

3.1.5.7 Formulation of policies that are in tune with the economic and market trends

3.1.6 Comprehensive and reliable data is undoubtedly the basis for effectiveness. Consequently, the proposed H-eCT solution should introduce a planned transition from the current paper-intensive model of operation to a near paperless environment. This should have facilities for electronic submission of data by the stakeholder for all transactions, be it registration, filing of returns, claims, etc., their subsequent processing at the back office along with associated facilities such as electronic payments. The idea is to come up with a method that will significantly simplify compliance while ensuring that all information necessary for Enforcement is available with the Department. Further, the proposed solution should be a departure from the data-entry intensive applications currently operational in the Department.

3.2 State Government objectives for common services infrastructure

3.2.1 H-ETD works closely with other State Government Departments to meet the larger goals of the State e-Governance vision. In accordance with the evolving priorities for the State Common Services Infrastructure, H-ETD intends to be a lead adopter of the cloud infrastructure technologies being adopted by the State Government. Therefore, the solution to be implemented under this RFP shall:-

3.2.1.1 Be certified by the bidder as a cloud enabled solution,

3.2.1.2 The minimum cloud requirements to satisfy the cloud enablement be provided in detail by the bidder;

3.2.1.3 The operation in the cloud environment to be demonstrated as a part of the acceptance.

3.2.2 In order to meet this objective, the bidder shall provide and manage, as a part of this project, the necessary cloud environment of his choice and as necessary to meet minimum cloud requirements (as in '3.2.1.2' above). The proposed cloud environment should also meet the State Government Requirements for the Cloud Solution – set out in Annexure IV.

3.2.3 So as to allow the cloud solution to grow beyond H-ETD project, the contract for the same would be made separately. To facilitate such a requirement, the Bidder is permitted to enter into sub-contracting arrangements.

3.2.4 The technical evaluation process for the proposed cloud solution will be carried out separately and aligned with the H-ETD technical evaluation schedule. In order to be considered for H-ETD, it is mandatory that the bidder's cloud solution proposal must pass the minimum technical evaluation set in Annexure IV.

3.2.5 The financial evaluation for the cloud and the H-ETD will be done jointly.

3.3 Entities involved in the project

3.3.1 Bidder would be required to closely work with the H-ETD's identified users that would use the software application(s), hardware, equipment, devices and other services.

3.3.2 Bidder would be required to coordinate with the Project Management Consultant appointed by H-ETD who shall assist in monitoring of the implementation. Key activities where consultant will assist H-ETD are:

3.3.2.1 Provide continuity (from the concept stage) during implementation

3.3.2.2 Provide support to H-ETD and its field units in their discussions with the selected Bidder

3.3.2.3 Provide guidance and clarifications to the selected Bidder

3.3.2.4 Project management, monitoring and evaluation after selection of the system integrator to ensure adherence to the project timelines and requirements

3.3.2.5 Periodic SLA monitoring of the system deployed by the successful bidder

3.3.2.6 Periodic review of project plans and progress and advise the department and the Departmental Committees/Teams

3.3.2.7 Review of software requirement specifications, system design, hardware sizing/Scrutiny of deliverables for their compliance with RFP specifications

3.3.2.8 Review content, methodology and pedagogy for user training

3.3.2.9 Review data migration plans and their implementation.

3.3.2.10 Review the documentation provided by the Bidder and verifies that it conforms to the requirements.

3.3.2.11 Organize weekly/fortnightly review meetings to review functionality issues and progress of project. The frequency of meetings will be intimated by the Project Management consultant in consideration of requirements of the project.

3.3.2.12 Support the department in popularizing the project initiatives by encouraging citizen, businesses and other users to access the new channels for availing various services.

3.3.3 Apart from the detailed scope of work and responsibilities for the selected Bidder as discussed in this document, the responsibilities of the selected Bidder will include but will not be limited to the following:

3.3.3.1 The selected Bidder will work in close coordination with the Department, the Project Management Consultant and other stakeholders for this project.

3.3.3.2 The selected Bidder will carry out the activities as indicated in this section of RFP and submit all the mentioned deliverables within the stipulated time-frame.

3.3.3.3 The selected Bidder will ensure that the time lines will be adhered to. If there are any perceived slippages on the timelines, the selected Bidder would deploy additional manpower, free of any additional charges.

3.3.3.4 The selected Bidder will ensure compliance with the project SLAs.

3.3.3.5 The selected Bidder will make the best effort to ensure that the quality of deliverables meets the expectations.

3.3.3.6 The Selected Bidder would get the relevant sections of deliverables, particularly the deliverables of the Application development / Customization phase, duly verified/ validated from the concerned Departmental officer / official.

3.3.3.7 The deliverables will be accepted only if they confirm to the specifications as laid down in this RFP. Deliverables of the selected Bidder will be considered to have been formally accepted only after the Department communicates so in writing. Any queries regarding the deliverables will have to be answered by the selected Bidder within 5 working days.

3.3.3.8 The selected Bidder will share all intermediate documents, drafts, reports, surveys and any other item related to this assignment. No work products, methodology or any other methods used by the selected Bidder should be deemed as proprietary and non-shareable.

3.3.3.9 The selected Bidder would submit hardcopies and softcopies of all the deliverables to H-ETD as per timelines specified in the RFP

3.3.4 Bidder would be required to coordinate with the State Nodal Agency for SDC and SWAN. Key expectations from State Nodal Agency for SDC and SWAN are described in section 4 of this section of the RFP.

3.3.5 Bidder would be required to coordinate with the State NIC and other nodal agencies for Central / State computerization initiatives.

3.4 Geographical Scope

3.4.1 The geographical scope of the project is limited to the state of Haryana

3.4.2 Bidder is required to cover Head Office at Panchkula, all District offices of H-ETD including VAT & Excise offices and Tax Collection Points in the state.

3.4.3 Details of the office location is provided in the Annexure E of this section

3.5 Broad Scope of Work

3.5.1 The broad scope of work under this component includes

3.5.1.1 Deployment and maintenance of a comprehensive Software Solution to meet requirements of the core departmental processes including VAT, Excise Duty, Passenger & Goods Tax, Entertainment Duty, Luxury Tax and other allied

processes of the Department as included in this RFP as described under clause 5.2 to 5.14 of this section of RFP

3.5.1.2 Finalization of templates for computerization / digitization of various forms, notices and other documents required for all processes of H-ETD

3.5.1.3 HETD Solution should be capable of operation in cloud as well as non cloud environment and the IT infrastructure proposed should comply with Haryana State e-Governance Integration Platform Requirements including the Common Operations and Management Framework

3.5.1.4 The definition of Cloud should be as per NIST (National Institute of Standards and Technology)

3.5.1.5 The e-Governance Integration Platform at present includes Haryana State Data Center, Haryana SWAN, SSDG, state Portal, e-Disha, e-District and CSCs. The integration requirements from these are defined time to time through policies, framework and guidelines. Integrated applications are required to provide for change management on account of evolution for these requirements

3.5.1.6 Procurement, deployment and maintenance of required ICT infrastructure (to be hosted at State Data Center)

3.5.1.7 Deployment and maintenance of a departmental portal which provides both informational and transactional facilities to the tax payers

3.5.1.8 Procurement, deployment, operationalization and maintenance of IT Infrastructure at all office locations of H-ETD

3.5.1.9 Migration of Data from legacy departmental applications and manual records to the new system

3.5.1.10 Setting up, Operations and maintenance of Helpdesk to resolve dealer queries regarding various processes, services of the department etc as well as internal user queries regarding the IT infrastructure, Application trouble shooting etc

3.5.1.11 Preparation of Training Plan, Training Material, Delivery of Training to Departmental Staff

3.5.1.12 Migration of the application, data etc as required for implementation of GST

3.5.2 The bidder is expected to adopt any of the following approaches or combination of following approaches:

3.5.2.1 Bespoke development of the application OR

3.5.2.2 Configuration / Customization of an existing application that may be either Commercially available Off-the-shelf product (COTS) or that might have been developed for deployment in another Tax Administration environment OR

3.5.2.3 Combination of 3.5.2.1 and 3.5.2.2

3.5.3 Irrespective of the option above chosen by the Bidder, the Bidder is required to meet all the requirements of this RFP including the activities listed, timelines and deliverables mentioned in this RFP, functional, performance, service level related and any other requirements stated in this RFP.

3.5.4 The whole project is divided into three phases:

3.5.4.1 Phase 1 – Development Phase

3.5.4.2 Phase 2 – State-wide roll out and implementation

3.5.4.3 Phase 3 - Steady state operation for period of 5 years and thereafter for a period mutually agreed

3.5.5 Phase 1: Development Phase

In this phase, Bidder shall provide services for customization and development of the H-eCT Application with required hardware and services. The following services shall be provided by Bidder:

3.5.5.1 Project Planning

3.5.5.2 Software development, customization and rollout of the following software solutions involving all services and software functionalities as described::

- H-eCT Application including all modules of Core Software as described later in Clause 5 of this section
- Client Side executable utility for electronic filing for processes like e-Registration, e-Returns, e-Challan, etc.
- Workflow Management
- Mailing Solution
- Document Management System
- Business Productivity Suite
- Operating System
- Anti-virus and Anti-spam Solution
- Software for Handheld devices
- Bar Coding Software

3.5.5.3 Planning and Implementation of migration of legacy data from existing database to the target database

3.5.5.4 Integration of H-eCT application with other applications like TINXSYS, e-Biz, UID, etc.

3.5.5.5 Upgrade and ongoing update and maintenance of H-ETD department website including citizen e-Services.

3.5.5.6 Provide Training / Orientation Sessions to Internal Users and external stakeholders

3.5.6 Phase 2: State-wide roll out and implementation:

In this phase, Bidder shall provide services for installation, commissioning, integration and rollout of the H-eCT Application with required hardware and services at the all H-ETD locations. The following services shall be provided by Bidder:

3.5.6.1 Installation, Commissioning and Rollout of the entire suite of applications at the Pilot sites identified by H-ETD.

3.5.6.2 Installation, Commissioning and Rollout of all hardware including desktops, printers, scanners, bar code scanners, handheld device, servers, consumables, storage infrastructure, information security infrastructure, digital signature etc.

3.5.6.3 Installation, Commissioning and Rollout of the entire suite of applications at the all the sites of H-ETD.

3.5.6.4 The selected system integrator will comply with the Haryana State e-Governance Integration Platform Requirements while finalizing the detailed Bill of materials. Please refer Website http://www.haryana.gov.in/ and http://www.haryanatax.com/ for Common Operations and management framework for equipment hosted at Haryana State Data Center.

3.5.7 Phase 3: Steady state operation for period of 5 years and thereafter for a period mutually agreed

In this phase, Bidder would be responsible of operations and maintenance of the entire solution at Head Office, Tax Collection Points and district offices for the contract period. The following services should be provided by Bidder:

3.5.7.1 Operations Planning and Monitoring

3.5.7.2 Ongoing Administration and Maintenance requirements

- Operational Support
- Maintenance and upgrade of solution
- AMC Administration

3.5.7.3 Service of SMS and Mail

3.5.7.4 Payment gateway service

3.5.7.5 Hand-holding services

3.5.7.6 IT Helpdesk for internal users

3.5.7.7 Call Centre for external stakeholders

3.5.7.8 MIS Reports and Incident Reporting

3.5.7.9 Migration to GST

3.5.8 Bidder will be responsible for the generation and submission of necessary documentation required in all three phases. Review and approval of H-ETD is required on all such documentation before commencement of activity.

3.5.9 Bidder shall document the baseline configurations for all application equipment & facilities and get it approved from H-ETD prior to commencement of installation. Bidder shall develop and implement a system to maintain these configurations and ensure adequate controls for change management process on an ongoing basis.

3.5.10 Bidder should provide a single user development environment license in the name of the Purchaser for the various tools used by the bidder during the development phase of respective solutions. These tools would typically include Application Development Framework / Environment for custom built and COTS based products, PDF Designer, Database Schema Designer, Help authoring tool etc., if used.

3.5.11 Any additional components, sub-components, assemblies, sub-assemblies that would be required to meet the desired performance requirements will have to be provisioned by the bidder at no additional cost to the Purchaser and without any project delays.

3.5.12 The Bidder shall develop Information Security Policies and Procedures for the Purchaser based on ISO/IEC 27002:2005 Code of practice. This shall be approved by the Purchaser before being implemented. The indicative list of mentioned domains as per ISO/IEC 27002:2005:

- 3.5.12.1 Security Policy
- 3.5.12.2 Asset Management
- 3.5.12.3 Human Resources Security
- 3.5.12.4 Physical & Environmental Security
- 3.5.12.5 Communications & Operations Management
- 3.5.12.6 Backup & Recovery
- 3.5.12.7 Access Control
- 3.5.12.8 Information system acquisition, development and maintenance
- 3.5.12.9 Incident Management
- 3.5.12.10 Business Continuity Management

3.5.13 In case of changes in the location of the district offices during the contract period, the bidder shall transfer the IT infrastructure to the new location and set it up without any additional cost to the Purchaser.

3.5.14 The bidder will be responsible for maintaining the required performance levels for the entire applications implemented during all three phases of the project.

3.6 Schedule of requirements:

3.6.1 During the contract period, Bidder is responsible for setting up IT Solutions and Infrastructure for H-eCT solution for H-ETD and providing services for installation, commissioning, implementation, administration, training and maintenance of the entire H-eCT solution.

3.6.2 The following is the minimum list of Software Solution Areas that the H-eCT solution shall cover:

3.6.2.1 Core Tax Application covering the following functional areas:

3.6.2.1.1 Taxpayer Registration, Amendment and Cancellation

3.6.2.1.2 Taxpayer Returns Processing

3.6.2.1.3 Tax Payment

3.6.2.1.4 Assessment

3.6.2.1.5 Tax Refund

3.6.2.1.6 Arrears & Recoveries

3.6.2.1.7 VAT Central Forms Management

3.6.2.1.8 Local Forms Management

3.6.2.1.9 Remedies

3.6.2.1.10 Other processes - Record Management

3.6.2.1.11 Other processes - Internal Audit

3.6.2.1.12 Other processes - Policy Making

3.6.2.1.13 Taxpayer Ledger

3.6.2.1.14 Liquor flow

3.6.2.1.15 Monitoring & Inspection

3.6.2.2 Other Software:

3.6.2.2.1 Client Side executable utility for electronic filing for processes like e-Registration, e-Returns, e-Challan, etc.

3.6.2.2.2 Workflow management

3.6.2.2.3 Mailing solution

3.6.2.2.4 Document Management System

3.6.2.2.5 Business Productivity Suite

3.6.2.2.6 Anti-virus and Anti-spam Solution

3.6.2.2.7 Content Management System for website update

3.6.2.2.8 Syslog application

3.6.2.1 Tax Application System with multi-lingual and Unicode support

3.6.2.2 Hand held device for mobile squads

3.6.2.3 Barcode scanning software for various forms to be used.

3.6.2.4 Digital signature

3.6.2.5 Third party Interfaces: Interface with other e-Governance initiatives in the Center and state is essential to optimize the overall ICT system across the department. H-eCT application will be integrated with external interfaces to provide effective service to the citizens

3.6.2.6 Web site update and maintenance

a. The Bidder shall be responsible of development of new departmental portal which shall handle both information and transactional services of the department.
b. The portal will provide information about the department, administrative structure, services offering, key acts, notifications etc to the citizens and business community.
c. The portal will have multi-lingual (English and Hindi) and Unicode support.
d. The portal will be one-stop-shop for all taxpayer related e-Services
e. The portal shall host electronics forms of department services provided to citizen and business community.
f. The Portal shall include development of electronic receipt of the service form filled by citizen, MIS for the transactional services, accounting, status reporting and payment handling.
g. The portal solution should also cover integration with the payment gateway of the Bank/Bank's short listed by department

3.6.3 The following is an indicative list of categories of hardware components that Bidder is expected to supply for the overall technical infrastructure of H-ETD:

3.6.3.1 Computing Infrastructure

S. No.	Component	Head Office	Range / District / Ward Office	Tax Collection Center
1.	Laptops	• Financial Commissioner to Excise & Taxation - 1 • Excise & Taxation Commissioner - 1 • Additional ETC – 9 • Joint ETC – 10 • System Analyst – 2		
2.	Thin Client with Browser & pre-loaded operating		• Deputy ETC - 50 • JDL - 3 • EO - 1	

S. No.	Component	Head Office	Range / District / Ward Office	Tax Collection Center
	system		• Excise & Taxation Officer ('ETO') - 203 • Assistant ETO - 135 • Taxation Inspector - 644 • Excise Inspector - 103	
3.	Desktops	• Programmer – 1 • Superintendent - 30 • Private Secretary - 1 • Personal Assistant - 8 • Sr. Scale Stenographer - 60 • Assistant / Head Clerk / Accountant / J.A - 192 • Steno Typist / Camp Clerk – 234 Clerk – 493		
4.	Hand Held Device with Barcode scanners		1 each at excise tax inspector or above in mobile squad	2 each for 40 Tax collection points
5.	Multi functional Laser Printer		1 at each ETO or above	Tax Collection Point- 40
6.	Network Printer	3 at head office	1 each at following office locations: • Excise - 21 • Sales Tax - 23 • Joint Range Office - 4 • Joint Appeal Office - 3 • Sub Office Sales Tax – 7	
7.	UPS	5 at head office	1 each at all the office locations of • Sales Tax - 23 • Excise - 21 • Joint Range Office - 4	

S. No.	Component	Head Office	Range / District / Ward Office	Tax Collection Center
			• Joint Appeal Office - 3 • Sub Office Sales tax – 7	
8.	Local Server	1 each at all the office locations • Head office -1 • Excise - 21 • Sales Tax - 23 • Joint Range Office - 4 • Joint Appeal Office - 3 • Sub Office Sales Tax – 7		
9.	Digital Signature	200		
10	Pre loaded Office collaborative suite & Operating System at each desktop & Thin Client			

- The above list and quantity are indicative minimum required and the Bidder is free to add any additional components that are deemed necessary for providing the solution as a whole.
- The Bidder will be required to study the existing IT Infrastructure available at H-ETD offices and account them for reuse. The bidder is expected to submit a report on the usage of existing infrastructure along with “Specifications of IT infrastructure”.
- The Bidder will be responsible for maintenance and support for the existing IT Infrastructure which will be re-used.

3.6.3.2 Server level Infrastructure

S. No.	ICT Component
1.	Application Server
2.	Database Server
3.	Web Server
4.	Middleware Server
5.	Enterprise Access Manager
6.	Enterprise Management Server
7.	Directory Server

S. No.	ICT Component
8.	Enterprise Backup server
9.	Archival Server
10.	Antivirus Server
11.	Authentication server
12.	Integration Server with Application Integration Server Software
13.	Load Balancer
14.	Document and Configuration Repository Server
15.	Testing - Application Server
16.	Testing - Database Server
17.	Testing - Web Server
18.	SAN Storage and allied components
19.	Application Proxy Firewall
20.	Intrusion Protection System (IPS)
21.	42U racks
22.	KVM switches

- The above list is minimum required and the bidder is free to add any additional components that are deemed necessary for providing the solution as a whole.
- The bidder is expected to size the solution to meet the expected SLAs.

3.6.4 The following is an indicative list of managed services that Bidder is expected to provide for the overall functioning of Commercial Tax solution at H-ETD:

3.6.4.1 SMS and Mail services

3.6.4.2 Payment Gateway

3.6.4.3 Handholding post implementation

3.6.4.4 Data digitization and migration

3.6.4.5 Helpdesk and Facility Management Services

3.6.4.6 Call center for taxpayers

3.6.4.7 Website update and maintenance

3.6.4.8 Third party interfacing

3.6.5 The above list is minimum required and the Bidder is free to add any additional components that are deemed necessary for providing the solution as a whole.

3.6.6 Bidder should propose only one solution that is best suited for the needs of the Purchaser. Bidder should provide only one choice for each of the goods and services proposed as part of this tender.

3.6.7 The solution should be sized and delivered for the load at the end of 5th year from the effective date of Contract. The Purchaser will requisition additional resources as and when required by the Purchaser from time to time. Such request should be governed by the change order procedure as defined in Section IV.

3.6.8 Bidder should ensure that all the software, hardware, peripherals, accessories, sub-components required for the functionality and completeness of the solution, including but not limited to devices, equipment, accessories, patch cords (copper / fibre), cables, software, licenses, development / testing kits, tools, etc. should also be provisioned according to the requirements of the solution.

3.6.9 The system software licenses shall be genuine, perpetual, full use and should provide patches, fixes, security updates directly from the OEM at no additional cost to Department of Excise & Taxation, Haryana for the entire period of contract

3.6.10 All the software licenses that the Bidder proposes should be perpetual software licenses. The software licenses should not be restricted based on location and the Purchaser should have the flexibility to use the software licenses for other requirements if required.

3.6.11 The Bidder shall be responsible for providing the perpetual licenses so as to maintain the IPR and source code (customized / extension) with Department of Excise & Taxation, Haryana

3.6.12 The bidder shall provide with a full use database license

3.6.13 All the licenses and support should be in the name of Department of Excise & Taxation, Government of Haryana

3.6.14 Bidder should ensure that the Annual Maintenance Support for the software and hardware components is provided for the period from date of deployment of the software and hardware component till the end of contract period. Annual Maintenance support should include patches, updates and upgrades of the software and hardware components. Bidder should ensure that there is a comprehensive onsite warranty / support arrangement for the aforementioned period with all the OEMs.

3.6.15 Bidder should ensure that none of the components and sub-components is declared end-of-sale or end-of-support by the respective OEM at the time of submission of bid. If, the OEM declares any of the products / solutions end-of-sale subsequently, Bidder should ensure that

the same is supported by the respective OEM from its date of deployment till the end of the contract period.

3.6.16 Considering the criticality of the infrastructure, bidder is expected to design the solution considering the tender condition of no single point of failure with high level of redundancy and resilience to meet the uptime requirements

3.6.17 Bidder is expected to carry out an independent exercise to size the solution and accordingly provision the requirements. Bidder should ensure that all the components are sized adequately and it should also be noted that Bidder would be responsible for meeting the performance requirements stipulated in the tender, contract and SLA for the entire solution at all times during the currency of the contract

3.6.18 If a product is not supported by the OEM for any reason whatsoever, from the effective date of Contract till the end of the contract period, Bidder should replace the products/solutions with an alternate that is acceptable to the Purchaser at no additional cost to the Purchaser and without causing any performance degradation and/or project delays

3.6.19 Bidder should choose appropriate rack optimized equipment with suitable form factors for optimizing space in the datacenter. Bidder may keep in mind that the floor requirement in the datacenter should be kept to the bare minimum. Bidder should ensure that the equipment can be mounted into the industry standard 42U racks. If the equipment proposed by Bidder cannot be mounted into the standard racks provisioned, the racks for those equipments should be provisioned by Bidder separately at no additional cost to the Purchaser and without any project delays.

3.6.20 Sizing considerations and minimum ratings wherever provided in this document are indicative. Bidder is expected to carry out an independent exercise to size the solution and accordingly provision the requirements. Bidder should ensure that all the components are sized adequately and it should also be noted that Bidder would be responsible for meeting the performance requirements stipulated in the tender, contract and SLA for the entire solution at all times during the currency of the contract.

3.6.21 Bidder should meet all the defined acceptance and operations criteria for each phase of the project covering the proposed solutions.

3.6.22 Any additional components, sub-components, assemblies, sub-assemblies that would be required to meet the desired performance requirements will have to be provisioned by Bidder at no additional cost to the Purchaser and without any project delays.

3.6.23 It is expected that Bidder will provide an integrated solution after due consideration to the compatibility issues between various components and existing internal systems. If there is a problem with compatibility between components, Bidder should replace the components with an equivalent or better component that is acceptable to the Purchaser at no additional costs to the Purchaser and without any project delays.

3.6.24 Bidder should provide minimum Two hard and Two soft copies of all the reports, manuals, documentation, including but not limited to, detailed operations manual, maintenance manual, administration manual, etc. for each and every equipment / component proposed as part of this tender. The documentation should be supplied for Installation, Maintenance, Servicing and operations of equipment / components.

3.6.25 Bidder should arrange for desktops / workstations, printers and other peripherals and consumables for its team members deployed.

3.6.26 Bidder should have to arrange for necessary tools for defect tracking, defect logging, application performance monitoring, automatic testing etc. to deliver the complete software development and maintenance services.

3.6.27 Bidder should ensure the usage of configuration management and version control tool and own the necessary licenses for its team to deliver software development and maintenance services. Additionally, Bidder should provide single user license for the configuration management and version control tool for the Purchaser.

3.6.28 Bidder should provide a single user development environment license in the name of the Purchaser for the various tools used by Bidder during the development phase of respective solutions. These tools would typically include Application Development Framework / Environment for custom built and COTS based products, XML Schema Designer, PDF Designer, etc.

3.6.29 Bidder should carry out all enhancements / new development and testing of COTS and custom-built software applications at H-ETD office. Purchaser has provisioned working space for 20 personnel from the Bidder's Team for development and testing related activities.

3.6.30 The Bidder will be responsible for providing the necessary development and testing environment and maintaining the related software and hardware for the Contract period.

3.6.31 The bidder shall transfer all the assets including all its components of software, hardware etc. to the department at the end of contract period at no additional cost to the department.

3.6.32 During the Contract period, all project assets including data and intellectual property should be in safe custody and due reasonable care should be taken on the behalf of the Department to prevent any unauthorized use.

4 System Architecture

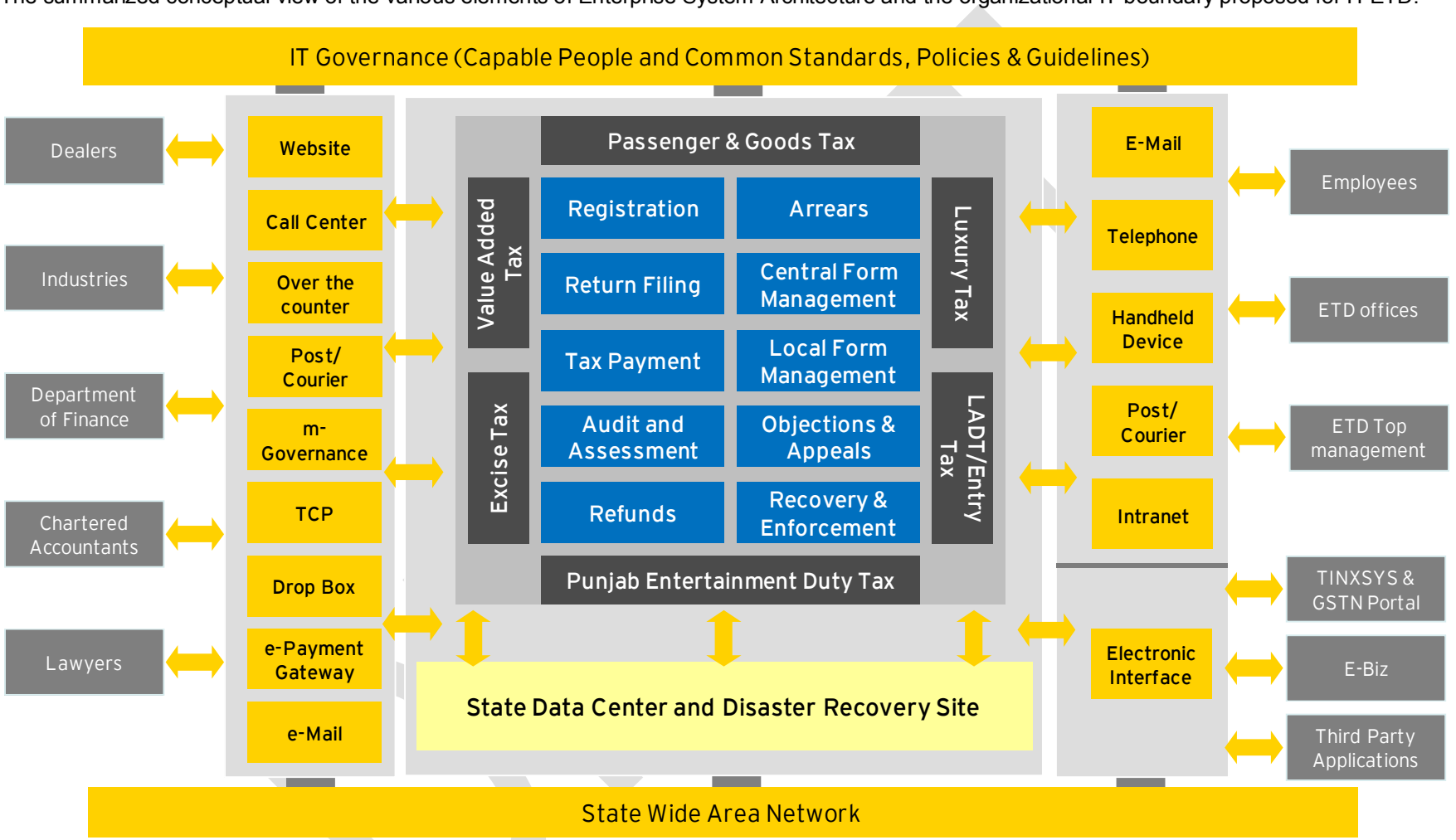
4.1 Over the last few years, web enabled services have matured in this short period revolutionizing whole industries, allowing governments and companies to integrate large chain of complex systems into a single system that appears to the user to be on the desktop. Since the Internet is a facet of most societies today, and India is no stranger to this phenomenon, we can make best use of web services to administer H-ETD's geographically distributed tax system, centralizing processing and making the best use of economies of scale. Additionally, the Internet can provide a much better level of customer service than experienced with other network models.

4.2 A web enabled system will allow users at the District ETD offices, Tax Collection Points and Mobile Squads, if authorized to do so, to access databases at the Data Center and Head Office. This is very useful in that it will permit H-ETD to store information pertaining to a taxpayer centrally and access it from anywhere in the system. As far as a user at the District ETD Office knows – the data, documents, or requested images reside on local systems when in fact they might be stored elsewhere. The web enabled services supported model also allows the taxpayers to better participate in managing their tax account from anywhere, allowing the Department to begin to rationalize services and apply resources to other areas.

4.3 This Preliminary Physical System Architecture is a guideline or input for constructing final systems architecture for the ETD. This section shall cover the high level infrastructure requirements of various locations and these locations are:

1. State Data Center ('SDC')
   Disaster Recovery Center ('DRC')
2. Head Office ('HO') at Panchkula
3. District Tax Offices ('DTO')
4. Tax Collection Points ('TCP')
5. Mobile squad

The summarized conceptual view of the various elements of Enterprise System Architecture and the organizational IT boundary proposed for H-ETD.



The architecture schematic identifies the various end users of Information Technology for H-ETD. It indicates the channels and means of access of information that are delivered by user front-end and business interfaces of key information systems of. It also indicates the underlying internal and external interfaces of H-ETD. It also provides a high-level IT infrastructure enabling the application and information service delivery to the users.

4.4 Key physical infrastructure facilities

4.4.1 State Data Center ('SDC')

4.4.1.1 H-ETD has planned to use Haryana State Data Center for hosting all the central IT infrastructure.

4.4.1.2 State Data Center is the focal point of H-ETD's ICT infrastructure especially for core system. State Data Center will host core application main servers and storage infrastructure. It acts as a central hub for internal H-ETD connection between H-ETD offices as well as connection to external institutions and community through Internet.

4.4.1.3 Role & Responsibilities of the successful bidder

- The Core Software application infrastructure and Web Portal are expected to be hosted at the Haryana State Data Center (SDC).
- The successful bidder will provide the necessary hardware for hosting Web Portal and H-ETD Software applications.\
- The system integrator will create de-militarized zone between internet based citizen service infrastructure and core intranet application infrastructure.
- The proposed solution & infrastructure should be integrated with existing Hardware at Haryana state data center
- The successful bidder will deploy Minimum 2 resources at SDC for monitoring of Infrastructure for H-ETD Web Portal & Core Application.
- The successful bidder shall assert the requirement of any additional licenses for the SLA Management tool as per SDC; the same shall be taken into consideration by the successful bidder.
- The successful bidder shall monitor continuously H-ETD web portal and application infrastructure at the SDC to ensure availability as per agreed SLA's.
- During the Contract period, all project assets hosted in SDC should be in safe custody and due reasonable care should be taken on the behalf of the Department to prevent any unauthorized use.

4.4.1.4 Role & Responsibilities of 'SDC Nodal Agency'

- The successful bidder will be given access to the EMS system in the SDC for effective management of infrastructure
- The successful bidder will be provided storing space at SDC for keeping the inventory of significant equipments required to ensure availability of application as per SLA's.

- The successful bidder deployed resources at SDC authorized by Haryana Excise & Taxation department will be given access card & control for effective control of Infrastructure.
- The successful bidder will be provided required physical and remote access to monitor the Excise department infrastructure at SDC.
- The successful bidder will be given access to the required asset management tools in SDC for effective management.
- The successful bidder will be allowed to share the required Non-IT infrastructure at SDC (e.g. Electricity, Power backup etc.) as per service level.
- The successful bidder will be allowed to share required SAN storage and its components. The successful bidder will propose solution which can easily integrated with shared infrastructure as given in Annexure F.
- 'SDC Nodal Agency' will provide SAN Storage 5 TB (Useable) high speed (Fiber Channel) which can be expanded.
- 'SDC Nodal Agency' will provide all SAN related infrastructure (e.g. SAN switch) for sharing to the successful bidder.
- 'SDC Nodal Agency' will provide SAN SATA of 10 TB useable for archived data storage.
- SAN SATA should be expandable.
- SAN storage when achieved 70% should be expanded by 1 TB of useable both in case of high speed & SATA SAN.
- The System Integrator will be allowed to share SDC's Tape Library and its components.
- The successful bidder and department should be given access to SLA management toll for ensuring availability of the application.
- 'SDC Nodal Agency' will provide required number of Internal and external IP at data center for the H-ETD application and web portal.
- 'SDC Nodal Agency' will provide 15 Mbps bandwidth requirement for web servers.
- 'SDC Nodal Agency' will expand bandwidth of web servers to 20 Mbps during every last week of quarter end.
- 'SDC Nodal Agency' will provide 5 Mbps bandwidth requirement for back office application access for Intranet
- Bandwidth Usage when achieved 60% of allocated should be increased proportionately
  - + 2 MB in case of Intranet application access

- + 5 MB in case of Front office web application access

4.4.2 Disaster Recovery Center ('DRC')

4.4.2.1 Non availability of Disaster Recovery ('DR') Site can expose H-ETD to risks of large-scale disaster, such as a building fire, prolonged power grid failure, earthquake, or catastrophic flood. Hence there in a need for H-ETD to identify and implement a DR site which consists of a replica of the primary system, placed at a remote site, and kept in readiness to take up the work of the primary system in the event of a disaster.

4.4.2.2 Role & Responsibilities of successful bidder

- The Bidder is expected to provide complete DR site on lease or self owned basis for the H-ETD.
- The Bidder will be responsible for primary & secondary connectivity of Haryana state data center with DR site.
- The Bidder will be required to host DR site for atleast 2 years at third party location. Post this period, The Bidder will be responsible for migration of DR site to the Haryana state DR site as and when it is ready. Till that period, the Bidder will continue to host DR site at third party location..
- The Bidder will provide the required necessary bandwidth between SDC and DR to ensure that following business requirements are met in case of disaster or unplanned disruption of services:
  - Zero data loss at all time
    - Bidder can propose near line data center to achieve zero data loss at all the time
  - Following services and related transactions not to have continuous downtime of more than 30 minutes:
    - Filing of e-Returns for all taxes administered by Department
    - Payment and generation of e-Challan for all taxes administered by Department, including services from Tax Collection Points and Handheld devices
    - Application of local confessional form for VAT
    - Application for permit and pass in case of Excise Tax
  - All other services and related transactions not to have continuous downtime of more than 60 minutes
- It is desired that the SDC and DR site are setup in parallel. The DR site should be commissioned along with the SDC site.

- It is emphasized that the complete responsibility of the replication and data loss prevention issues would be with the Bidder.

4.4.2.3 The DR site is envisaged to have at least the following key components:

- Web Server(s)
- Application server(s)
- Database server(s)
- Firewall
- SAN Storage Array
- Authentication Server(s)
- Anti Virus Software(s)
- Certificate revocation list (CRL) server

4.4.3 ETD Offices (Head Office / District Office)

4.4.3.1 The infrastructure required at the head quarter, district offices, Tax collection points and mobile squads of H-ETD has been detailed out in section 3.5.3.1.

4.4.3.2 System application software shall be centrally served from web pages located on centralized servers and used by local offices using SWAN intranet. The output shall be stored on centralized systems only.

4.4.3.3 It is envisaged that the entire IT infrastructure of the H-ETD including the desktops, thin clients, handheld devices and other IT equipments would be centrally managed through EMS system.

4.4.4 State Wide Area Network ('SWAN") and Network Operation Center ('NOC')

4.4.4.1 The network operations center is a hub for monitoring the health of H-ETD system components and networks across all LAN and WAN locations. The H-ETD application will use SWAN NOC for bandwidth and network equipment

4.4.4.2 Role & Responsibilities of successful bidder

- The successful bidder should access the network management tool provided by state data centre to ensure bandwidth and application availability as per SLA's
- The successful bidder shall be responsible for all HETD office's LAN equipment and connectivity from the nearest SWAN PoP.
- The proposed solution & infrastructure for networking equipment should be integrated with existing Hardware at SWAN NOC (Annexure F).
- Refer Annexure E for location details of nearest SWAN Point of Presence ('PoP') from the H-ETD offices.

4.4.4.3 Role & Responsibilities of 'Haryana SWAN Nodal Agency'

- ‘Haryana SWAN Nodal Agency’ will be responsible of all the networking equipment required in the state data centre NOC to nearest SWAN PoP.
- ‘Haryana SWAN Nodal Agency’ will be responsible for the uptime and maintenance of the entire networking equipment from state data centre NOC to nearest SWAN PoP.
- ‘Haryana SWAN Nodal Agency’ will ensure minimum 10 kbps of dedicated & unshared bandwidth to each user at all the locations. Bidder will be expected to do analysis to arrive at required per user required bandwidth to maintain SLAs and account for the same in its offer.
- The successful bidder will be given access to the network management tool in the SDC for effective management of bandwidth availability.
- The successful bidder will be given access MIS of the asset management system for SWAN equipment for effective management.
- The successful bidder and Excise department would be given MIS from the networking management tool at periodic interval and as and when required for effective control on bandwidth availability on intranet.
- ‘Haryana SWAN Nodal Agency’ will be responsible for any SWAN bandwidth or infrastructure enhancement at all the locations of Haryana Excise & Taxation offices.
- The Haryana SWAN Nodal agency will be responsible for Last mile i.e. connectivity from nearest PoP to Department location and bidders are not responsible for the same.

4.4.5 Integration with State Service Delivery Gateway (‘SSDG’)

4.4.5.1 In order to achieve integration of information across state departments, State service delivery gateway (‘SSDG’) has been conceptualized.

4.4.5.2 SSDG acts as standards-based messaging switches and provides seamless interoperability and exchange of data across the departments.

4.4.5.3 The applications developed at state level can interact with the gateway through connector.

4.4.5.4 The web user (Citizen/ Dealer) shall first be routed to state service delivery gateway from department portal and after data and identity scrutiny shall be routed to department back office.

4.4.5.5 The generic connectors will be provided by state and the application services specific connectors will be developed by the successful bidder for the H-ETD. Following services not limited to require service based connector

- Online citizen based services e.g. online registration, online return foiling and online payment
- Integration with Treasuries
- Provision to authenticate Dealer TIN number or other Tax number details

4.4.5.6 The successful bidder will be responsible for developing H-ETD application based connector. The detailed technical connector manual can be downloaded from the following link: http://nsdg.cdacmumbai.in/administration/Manuals.jsp

4.4.5.7 The bidder will ensure middleware solution as a back up to the SSDG.

4.4.6 Internet Connectivity

4.4.6.1 In case of internet connectivity, each office will be provided with separate Internet connectivity so that SWAN bandwidth is not utilized on Internet traffic.

4.4.6.2 Internet traffic will be routed using local server at Head Office, Service tax offices, Excise offices, Joint Range Offices, Joint Appeal Offices and Sub-Offices sales Tax

4.4.6.3 Internet connectivity bandwidth and equipment required for the same will be responsibility of successful bidder

4.4.6.4 Minimum Internet bandwidth required at Head Office: 5 Mbps.

4.4.6.5 Minimum Internet bandwidth required at each of the Service tax offices, Excise offices, Joint Range Offices, Joint Appeal Offices and Sub- Offices sales Tax: 2 Mbps

4.4.6.6 Bidder will be expected to do analysis to arrive at required per user required bandwidth to maintain SLAs and account for the same in its offer.

4.4.7 Citizen Facilitation Centers

4.4.7.1 State citizen facilitation center (CSC's or any other state facilitation centers) will provide facility to the citizens of using the online H-ETD services through state portal initiative.

4.4.7.2 State citizen facilitation center will provide status update, acknowledgement of the online H-ETD services to the citizens.

4.4.8 Quality & Security Certification

4.4.8.1 The H-ETD will bear the cost for quality & security audit by a third party agency for maximum of two iterations.

4.4.8.2 Following are some key parameters for quality & security certification:

- Functional

- Performance
- Security
- Manageability
- Project Documentation
- Availability of services
- Service level requirement information system
- Hardware and other components fulfillment review

4.4.8.3 If system requires more than two iterations for certification than the selected bidder will bear the cost of additional iterations.

4.4.8.4 The selected bidder will be responsible for facilitating the quality & security audit by a third party agency.

4.4.9 Enterprise Management Solution (E.M.S)

4.4.9.1 The EMS has been procured through SDC initiative. Refer Annexure F for the details. The bidder should declare the requirement of any additional license for EMS and it will be purchased by Hartron as per existing rate contract. The bidder must factor in the bid any infrastructure required for implementing EMS solution.

4.4.10 Standards & Frameworks

4.4.10.1 Successful Bidder should adhere with the latest data and metadata, information security, Indian government websites, digital signature standards & guidelines issued by the Department of Information Technology, Government of India through its web site at http://egovstandards.gov.in. Additionally, the following standards shall be considered during development / implementation of the solution.

S. No.	Areas	Standard to be considered
1.	Data element encryption	AES
2.	Information security	ISO 27001
3.	Information transfer protocols	SOAP, HTTP/HTTPS
4.	Interoperatability	Web services, open standards, e-governance standards

S. No.	Areas	Standard to be considered
		(http://egovstandards.gov.in)
5.	Portal development	NIC Portal Framework http://egovstandards.gov.in
6.	Workflow design	WFMC/BPMN/BPEL Standards
7.	Application Security Verification Standard	OWASP
8.	Photograph	JPEG (minimum resolution of 640 x 480 pixels)
9.	Scanned documents	PDF
10.	Digital signature	RSA standards
11.	IT Infrastructure managemen	ITIL / EITM specifications
12.	Service Management	ISO 20000 specifications

4.5 Application Architecture Requirements

Requirement ID	Nature of Requirement	Application Architecture Requirements Description
APP.REQ.01	Application Architecture Requirement	The system must be capable of supporting a minimum of 3,500 internal users.
APP.REQ.02	Application Architecture Requirement	The system must be capable of supporting a minimum of • 250 concurrent internal users • 2,000 concurrent external users at any time • 15,000 concurrent external users for the 5 days before the quarterly return filing deadline.
APP.REQ.03	Application Architecture Requirement	The system must be capable of supporting a minimum of 60 locations and approximately 5,000 users projected for next 5 years on Intranet. The web users will be around 350,000 in

Requirement ID	Nature of Requirement	Application Architecture Requirements Description
		next 5 years
APP.REQ.04	Application Architecture Requirement	System shall be modular in design, operations and implementation. This will give H-ETD, the flexibility to implement the whole system, or part of it as required.
APP.REQ.05	Application Architecture Requirement	System shall follow N-Tier architecture. Separating application user interface, logic, data, and their associated processing and repair.
APP.REQ.06	Application Architecture Requirement	System shall provide interfaces and service to integrate harmoniously with external entities like TINXSYS, eBIz, UIDAI, etc.
APP.REQ.07	Application Architecture Requirement	System shall use web services to implement service-oriented architecture. A major focus of Web services is to make functional building blocks accessible over standard Internet protocols that are independent from platforms and programming languages. These services can be new applications or just wrapped around existing legacy systems to make them network-enabled.
APP.REQ.08	Application Architecture Requirement	System shall be integrated with communication channels like e-mail, IVR, SMS gateways, etc.
APP.REQ.09	Application Architecture Requirement	System shall provide a browser based user interface supported by standard web browsers and shall not require installation of any specific client side software
APP.REQ.10	Application Architecture Requirement	In order to ensure good application performance and efficient usage of network bandwidth, the system shall utilize client side scripting technologies effectively. Client side scripting will reduce the transactions with the main server and thus reduce the bandwidth requirements.
APP.REQ.11	Application Architecture Requirement	System shall host all Internet facing applications in a de-militarized zone
APP.REQ.12	Application Architecture	The Technology platform should support Interoperability & based on Open Standards. It should be able to inter-operate

Requirement ID	Nature of Requirement	Application Architecture Requirements Description
	Requirement	with other heterogeneous platforms.
APP.REQ.13	Application Architecture Requirement	System shall be developed using industry-recognized standard design methodologies
APP.REQ.14	Application Architecture Requirement	System shall be designed so that business rules control access to data. Data is created and used by business processes. In computer applications, data must be created, used by, and managed by the application component that automates the business process.
APP.REQ.15	Application Architecture Requirement	Centralized data should be used wherever possible to assure data accuracy and simplify data management.
APP.REQ.16	Application Architecture Requirement	System shall adopt coding standards, in all languages, on all platforms. Coding standards make debugging and maintenance easier.
APP.REQ.17	Application Architecture Requirement	The code providing input and output to the user interface should be designed to provide input and output to as wide a range of interfaces as possible. This should include other applications as well as other types of user interfaces.

4.6 Data Architecture Requirements

Requirement ID	Nature of Requirement	Data Architecture Requirements Description
DAT.REQ.01	Data Architecture Requirements	System shall be able to archive transactional database records to prevent long term speed concerns.
DAT.REQ.02	Data Architecture Requirements	A separate secured database, which mirrors the operational database, shall be created to support online access and maintain the integrity of the main operational database
DAT.REQ.03	Data Architecture Requirements	System shall feature functionality for efficient retrieval of archived data. The duration of archival and purging shall be specified by H-ETD.
DAT.REQ.04	Data Architecture Requirements	System shall design business rules for controlled access to data.

Requirement ID	Nature of Requirement	Data Architecture Requirements Description
DAT.REQ.05	Data Architecture Requirements	All data shall be maintained in a structured format in a Relational Database Management Systems (RDBMS) that clearly establishes the business entities and their linkages and dependencies with the rest
DAT.REQ.06	Data Architecture Requirements	The data exchange standard shall adopt a mutually agreeable language and protocol for data exchange between the information systems of the participating entities
DAT.REQ.07	Data Architecture Requirements	The data exchange formats shall comprehensively address all possible transactions and capture all transactional related information items.
DAT.REQ.08	Data Architecture Requirements	Data exchange formats shall in human-readable format while addressing the constraints of machine interface required
DAT.REQ.9	Data Architecture Requirements	Data exchange formats shall address the requirements of error check, data validation and audit related requirements. Vision of H-ETD is having an integrated automated system. By adopting proper data validation mechanism, manual efforts can be minimized.
DAT.REQ.10	Data Architecture Requirements	The system should support Interoperability & based on Open Standards

4.7 Hardware & Network Architecture Requirements

Requirement ID	Nature of Requirement	Network Architecture Requirement Description
NET.REQ.01	Network Architecture Requirements	The network shall provide end to end connectivity which includes the last mile connectivity
NET.REQ.02	Network Architecture Requirements	All network equipment and type of connectivity shall provide robust security features and standards.
NET.REQ.03	Network Architecture Requirements	There shall be adequate redundancies in the system so that connectivity is available for continuous access to data and resources. These redundancies will ensure that in case of outage of primary connectivity, users are able to access H-ETD systems

Requirement ID	Nature of Requirement	Network Architecture Requirement Description
		with the help of redundant line.
NET.REQ.04	Network Architecture Requirements	Network shall be designed without a single point of failure. System shall be designed to permit continued operations, albeit at reduced throughput, when a network fails in normal operations or in the event of a disaster.
NET.REQ.05	Network Architecture Requirements	Networks shall be positioned for future growth in traffic and expansion of services such as voice and video.
NET.REQ.06	Network Architecture Requirements	Network shall be configured in a Star pattern topology. Star topology uses a central hub/switch to which each network device is connected. Problems with a connection in a star network only affect that one device. A star topology provides the capability to easily add and remove devices as necessary. A star topology responds well to dynamic infrastructure changes in order to meet the growing demands of data movement. With ever increasing demands of information movement, more data, secure paths, new paths, and faster access, a star topology allows different, changeable, connections.
NET.REQ.07	Network Architecture Requirements	Network shall use switched multi-segment design with managed hubs. The hub is an ideal point for network management due to its central location and because all network traffic flows through it. Network switches provide the ability to break a network up into smaller sub-network segments. Switches can be used in conjunction with hubs. They improve LAN performance. With switching, network traffic is balanced across multiple segments thus reducing resource contention and increasing throughput capacity. Switching allows networks to assign increased speed or performance capability to particular segments in order to respond to heavy usage or application requirements.

4.8 Security Architecture Requirements

Requirement ID	Nature of Requirement	Security Architecture Requirement Description
Application based security		
SEC.REQ.01	Security Architecture Requirement	The system shall maintain accurate date and time.
SEC.REQ.02	Security Architecture Requirement	System shall provide different and unique login IDs for all the users of the system and track all activities of all the logins and maintain audit trails of any changes made to the extent H-ETD deems necessary.
SEC.REQ.03	Security Architecture Requirement	The system will be able to grant specific access rights to each login or group of logins, as per the business requirement and policy of the H-ETD. The application software shall be flexible enough to grant access to the users through a web enabled GUI.
SEC.REQ.04	Security Architecture Requirement	The application should have a centralized security management foundation that would enable delivery of application and data to internal and external users in a secure manner.
SEC.REQ.05	Security Architecture Requirement	The application should avoid sending usernames and passwords unencrypted over the network
SEC.REQ.06	Security Architecture Requirement	Adopt 2-factor authentication using digital certificates and login id and password for external users.
Network security		
SEC.REQ.07	Security Architecture Requirement	The system shall provide the capability to monitor all security-relevant activity. Establishing accountability and to detect security violations requires the capability to track security-relevant activity
SEC.REQ.08	Security Architecture Requirement	Security Vulnerability Scanning Tools shall be made available. Such tools help standardize and maintain security infrastructure against known vendor design errors/bugs and provides the means to report and coordinate resources to harden agency systems.
SEC.REQ.09	Security Architecture	The system shall provide firewall technology, configured to

Requirement ID	Nature of Requirement	Security Architecture Requirement Description
	Requirement	protect the various network and host-based services of the H-ETD. A firewall technology, configured to protect the various network and host-based services of the H-ETD needs to be installed at external gateway. They provide well-established central points for protecting assets against intrusion and disruption. Tracking and monitoring of attempted security violations is critical to the prevention of damages to H-ETD assets.
SEC.REQ.10	Security Architecture Requirement	The external incoming traffic to H-ETD Reporting Gateway server to be routed through full Inspection Firewall kept on a high availability mode.
SEC.REQ.11	Security Architecture Requirement	Host-based Intrusion Detection shall be made available. Host based intrusion detection systems standardize security efforts across the organization. Host based intrusion detection systems help to provide real-time data to security monitoring personnel.
SEC.REQ.12	Security Architecture Requirement	Network Intrusion Detection System to be deployed to check for malicious attacks Network-based Intrusion Detection scrutinizes network activity reporting suspicious or anomalous traffic. Network based intrusion detection systems look for attack signatures or indicators that packets represent an intrusion. Network based intrusion detection systems help to provide real-time data to security monitoring personnel.
SEC.REQ.13	Security Architecture Requirement	Applications and servers exposed to web shall be maintained separately in Demilitarized Zone (DMZ).
SEC.REQ.14	Security Architecture Requirement	Measuring network traffic statistics for computers that are using the maximum bandwidth in order to detect security incidents
SEC.REQ.15	Security Architecture Requirement	External inbound traffic are through HTTPS protocol over SSL layer

Requirement ID	Nature of Requirement	Security Architecture Requirement Description
End-point security		
SEC.REQ.16	Security Architecture Requirement	The system shall identify and authenticate the user before providing him/her the access to IT systems. Identification is the process of distinguishing one user from all others. Identification techniques provide a means of gaining entry to the H-ETD resources, such as workstations, networks, and applications. Identification is closely linked to authentication. The most commonly used form of identification is the user ID. Authentication is the process of verifying the identity of a user. Authentication answers the question: “Are you who you say you are?” Typically the method used to authenticate a user is using log-in credentials. Mechanisms like use of SSL, 2 factor authentication, digital certificates, challenge and responses, etc shall be evaluated.
SEC.REQ.17	Security Architecture Requirement	The system shall provide a secure access to H-ETD employees to view his/her information Online access shall be secured addressing the aspects of confidentiality, integrity and availability. Mechanisms like use of SSL 2 factor authentication, digital certificates, challenge and responses, etc shall be evaluated
SEC.REQ.18	Security Architecture Requirement	User credentials shall be stored in an encrypted format
SEC.REQ.19	Security Architecture Requirement	User credentials for external and internal users shall be stored in separate repositories
SEC.REQ.20	Security Architecture Requirement	Ensure virus prevention with an automated update service on all critical systems for centrally managing the virus prevention
SEC.REQ.21	Security Architecture Requirement	Perform risk assessment to identify the most important computers to protect. Computers that provide critical IT functions such as email, administrative systems
SEC.REQ.22	Security Architecture Requirement	Using a centralized system logging service to look at patterns of unusual activity
SEC.REQ.23	Security Architecture	Using network scanning utility to create a profile for each

Requirement ID	Nature of Requirement	Security Architecture Requirement Description
	Requirement	computer identified in the previous step and 1. Disabling the network services that are not needed 2. Running a host-based firewall to block unwanted network traffic
SEC.REQ.24	Security Architecture Requirement	Using a central authentication service instead of host based password files
SEC.REQ.25	Security Architecture Requirement	Using host integrity monitoring checks to protect the integrity of critical files and programs
Information security		
SEC.REQ.26	Security Architecture Requirement	Maintaining an inventory of all hardware and software assets
SEC.REQ.27	Security Architecture Requirement	Information in the system to be classified as Public and Confidential.
SEC.REQ.28	Security Architecture Requirement	Access to restricted part of the application will be provided only after approval from concerned head such as District Employment Officer, Director etc.

4.9 Other Architecture Requirements

Requirement ID	Nature of Requirement	Other Architecture Requirement Description
OTH.REQ.01	Other Technical Requirements	All the licenses proposed shall be perpetual software licenses along with maintenance, upgrades and updates for the currency of the contract. The software licenses shall not be restricted based on location/ hardware and H-ETD shall have the flexibility to use the software licenses for other requirements if required.
OTH.REQ.02	Other Technical Requirements	24 x 7 comprehensive onsite support arrangement for a period of 5 years with all the OEM for respective components shall be provided. It includes the maintenance arrangement of software components.
OTH.REQ.03	Other Technical Requirements	No component or sub-component that is likely to be declared end-of-sale within 24 months of award of contract shall be

Requirement ID	Nature of Requirement	Other Architecture Requirement Description
		suggested
OTH.REQ.04	Other Technical Requirements	No component or sub-component that is likely to be declared end-of-support within the duration of contract shall be suggested
OTH.REQ.05	Other Technical Requirements	The latest technology needs to be considered in proposing ICT infrastructure including but not limited to: virtualization, network convergence, data center automation to achieve the optimum balance between cost and performance.

5 Software Solution Requirements

5.1 The Integrated System christened as Haryana e-Commercial Tax ('H-eCT') is connected by a workflow subsystem / server and suitable ICT Infrastructure to deliver a consistent information product to every unit in the organization. The more H-ETD can do via automated systems, the more productive the organization will be overall. An information pipeline for tax administration is being suggested for H-ETD. Haryana e-Commercial Tax ('H-eCT') provides a platform for integration of each area in the basic system which refers as the core functions: Registration, Returns Processing, Tax Accounts, Refund processing, Assessment, Recovery and Forms Management for majority of the taxes administered by the Department. Some guidelines for the bidders are provided below:

5.1.1 Bidder shall independently design the infrastructure management solutions as required to support the business operations as well as to manage the hardware servers, storage, security devices & other equipments, databases, desktops, etc. that shall be deployed at the DC / DR sites and the office locations.

5.1.2 Functionality of various taxes are similar in nature. Hence wherever possible, the Bidder should optimize the development of software.

5.1.3 **Bidder shall include all the components that are required to make the solutions complete.**

5.1.4 The processes envisaged by the department are detailed in following clauses for the high level understanding of the Bidder.

5.1.5 The web based solution and infrastructure proposed should be capable of operating over the cloud as well as non-cloud environment, in compliance with Haryana State e-Governance Integration Platform Requirements including the Common Operations and Management Framework

5.2 Core Software - Taxpayer Registration, Amendment and Cancellation

5.2.1 E-Registration for all types of taxes will be facilitated through Client Side executable utility for electronic filing

5.2.2 The process starts with the Tax Payer Registration. E-Registration is a provision provided for all the dealers.

5.2.3 Following are the options available with Tax Payer for Registration:

5.2.3.1 Option 1: Dealer must fill registration form via Client Side executable utility, scan & upload supporting documents, make e-payment for the fees and digitally sign the application. The application will be uploaded using Client Side executable utility

5.2.3.2 Option 2: Dealer must fill registration form via Client Side executable utility and come to the Department with acknowledgement received, supporting documents and Challan number for registration fees payment. Department official would verify, scan & upload supporting documents.

5.2.3.3 Option 3: Dealer must come with required documents and Challan number as a proof for Payment to Department Office. Department official would fill online form; verify, scan & upload supporting documents. A print out of acknowledgment would be signed by the Dealer and kept as record with the department. Dealers will be required to make Payment for the fees and quote Challan number during registration.

5.2.4 In case of VAT Registration:

5.2.4.1 TIN number will be communicated to dealer via registered e-mail address as e-mail and via registered mobile number as SMS.

5.2.4.2 Registration certificate will be sent to dealer's Principal Place of Business via Registered Post / courier. Registered Post / courier would not form part of scope of work of the Bidder.

5.2.4.3 ETD official needs to complete Advisory visit and grant TIN within 7 working days of the submission of Application. TIN would be deemed confirmed if advisory visits are not completed within 7 days.

5.2.4.4 No D3 forms would be issued to the dealer till the time security is deposited with the Assessing Authority

5.2.4.5 In case of deficiency note given to the dealer after advisory visit, TIN confirmation would be postponed for next 7 days. If deficiency is not fulfilled within 7 days, competent authority may cancel the registration.

5.2.5 In case of Excise Registration:

5.2.5.1 For allocation of vends, applicant would be required to submit application / tender or renewal application (as per the Excise Policy) at the district office

5.2.5.2 Post vend allocation, applicant would be required to register as per the clause 5.2.2

5.2.5.3 Any type of license application for Excise would be received in accordance with clause 5.2.2

5.2.5.4 Excise license would be allocated post satisfactory verification of business premises by Excise officers. Verification reports would also be uploaded in the system

5.2.5.5 License number will be communicated to dealer via registered e-mail address as e-mail and via registered mobile number as SMS.

5.2.5.6 Registration certificate will be sent to dealer's Principal Place of Business via Registered Post / courier.

5.2.6 In case of e-Registration, dealer will be required to provide valid e-mail address. A verification mail will be sent to dealer's e-mail address to complete the e-Registration process. Once TIN / Registration Number is generated online, it will be sent to dealer's e-mail address along with one-time usage password. E-mail id of dealer will be the user name of the dealer for any further transaction online. Upon first log-in, dealer will be mandated to change the one-time usage password provided with registration.

5.2.7 In case of manual registration, dealer will be required to provide a valid e-mail address. Once TIN / Registration Number is generated online, it will be sent to dealer's e-mail address along with one-time usage password. E-mail id of dealer will be the user name of the dealer for any further transaction online. Upon first log-in, dealer will be mandated to change the one-time usage password provided with registration

5.2.8 In case of Tax Payer Amendment or Cancellation, a tax payer can submit application via Client Side executable utility for electronic filing. Tax payer needs to digitally sign the supporting documents in addition to the Amendment application. Once the change is accepted by the system after all validations are successful, a system generated message for confirming the transaction to be sent to taxpayer's authorized e-mail id and mobile number.

5.2.9 Each taxpayer would be allotted a PAN-linked taxpayer identification number. PAN data taken at the time of registration needs to be verified with CBDT website. Bidder needs to validate the legacy PAN data with the CBDT website.

5.2.10 **Functional Requirements for Taxpayer Registration, Amendment and Cancellation**

5.2.10.1 Please refer to "H-ETD Annexure 1 - Functional Requirement Specifications - Core Software" for detailed functional requirements.

5.3 Core Software - Taxpayer Returns Processing

5.3.1 e-Returns for all types of taxes will be facilitated through Client Side executable utility for electronic filing

5.3.2 In case of Returns Processing, e-Return filing is mandatory for all dealers in case of VAT. For other taxes, e-Return and manual returns may be allowed. Returns shall be electronically stored.

5.3.3 In case of VAT Returns Processing:

5.3.3.1 e-return will be filled in off-line mode using Client Side executable utility for electronic filing as described in Clause 5.23 below

5.3.3.2 Dealer needs to log into his Dealer Account either using his digital signature or username and password.

5.3.3.3 Dealers uploading returns using digital signature need not submit any document at the department premise.

5.3.3.4 Dealers, who don't have digital signatures, would submit the summary sheet duly signed by the authorized signatory of the dealer at the department. In case a summary sheet is not submitted within stipulated timeframe, return will not be considered valid.

5.3.3.5 Returns needs to be accompanied by the purchase and sales information at dealer level. Invoice level details to be furnished in case of audit, scrutiny assessment and mismatching dealer data. In this manner the gross amount of goods transferred from entity to entity is capable of being compared for accuracy against other inbound returns

5.3.3.6 Notices will be serviced electronically to the dealer email id and tax payer account on department website if dealer opts for e-servicing of the notice. Notice service period will start once dealer opens the notice from his tax payer account. In case, dealer doesn't open his notice, a manual notice will be served to him.

5.3.3.7 Revised return can be filed by the dealer until the due date of next return only.

5.3.3.8 There are certain classes of returns that are very risky organizations merit strict examination. These are flagged and automatically sent to the Assessment Officer for review based on their filing history and propensity to provide bad data.

5.3.3.9 If at the end of the return filing period, H-ETD does not receive the returns of some taxpayer, system shall generate the alert for the defaulters. The defaulting taxpayer will receive an automated SMS and email indicating the status regarding their account. The same alert will be provided to assessing authority in form of MIS reports.

5.3.4 Other Tax return processing

5.3.4.1 In PGT, returns are received for commercial buses. Tax is calculated monthly on the basis of the seat utilization.

5.3.4.2 In Excise tax, manufacturing units file return on monthly basis. Returns filed by manufacturing units should reconcile with the data entered in the online registers of the Excise officers posted at manufacturing units.

5.3.4.3 In Luxury tax, returns are received on monthly basis similar to the VAT system

5.3.4.4 In Entertainment tax, returns are filed fortnightly as per the usage of the premise. It is required that taxpayer should upload the data within 30 minutes of commencement of every show through the online module provided on the taxpayer ledger. Uploaded data should reconcile with the return filed by the taxpayer

5.3.5 System will map the credit claimed by a dealer against the tax credit details provided by the vendor in its return. The ITC credit is against funds received in the government account

5.3.6 **Functional Requirements for Taxpayer Returns Processing**

5.3.6.1 Please refer to "H-ETD Annexure 1 - Functional Requirement Specifications - Core Software" for detailed functional requirements

5.4 Core Software – Payment

5.4.1 For any Payment (tax payment, arrear payment, penalty payment, duty payment etc) made towards any Tax, a system generated Acknowledgement Receipt and Challan Identification Number are to be provided. No payment will be considered valid without a tax receipt. A Tax payer can make payment in following modes:

5.4.1.1 e-Payment from H-ETD's website via secured payment gateway

5.4.1.2 Cash, Demand Draft or Pay Order at pre-designated banks along with e-Challan

5.4.1.3 Cash, Demand Draft or Pay Order at H-ETD's premises viz. District Offices and Tax Collection Points

5.4.1.4 In case of mobile squads, each squad will be provided with handheld devices for accessing the central system and provide receipt upon cash recovery

5.4.2 Taxpayers will be required to fill e-Challan using Client Side executable utility for electronic filing and submit the same during payment at Bank.

5.4.3 Department should be able to reconcile any payment received against the Daily Collection register received from the treasury and banks. It is required that system generated Daily Collection register is available for all taxes which is currently available only for VAT.

5.4.4 Taxpayer may pay lumpsum amount against various heads. System should have provision to enter the amount under various heads and hence keep track of any pending payment under respective heads.

5.4.5 **Functional Requirements for Tax Payment**

5.4.5.1 Please refer to "H-ETD Annexure 1 - Functional Requirement Specifications - Core Software" for detailed functional requirements

5.5 Core Software – Assessment

5.5.1 Assessment for VAT is done once every year. Assessing Officer looks into the cases which have discrepancies and audits the book of accounts of such taxpayers.

5.5.2 H-ETD selected scrutiny cases on the basis of mismatch of dealer data and some other parameters. Bidder should note that these parameters should be customizable in the system as these parameters tend to change every year. System should generate results based on the basis of current year's assessment parameters. The cases not selected for scrutiny are deemed assessed and the same should be notified to the taxpayer through auto generated mail.

5.5.3 System reconciliation between returns filed by the taxpayer, local D3 form utilization submitted, concessional forms and input tax credit matching through the lists provided by the taxpayer would provide the scrutiny cases to the assessing authorities.

5.5.4 Assessment proceeding recording should be maintained in the system. Department would have strict guidelines on maximum number of days allowed for single adjournment to the dealer & maximum number of adjournment under normal conditions which should be tracked through the system.

5.5.5 Assessment module will enable invoice-wise matching for investigation and audit although credit is at a higher aggregated level

5.5.6 Assessment module should in turn evoke the modules of refund (in case of refund calculated for a taxpayer) and recovery (in case of short payment received from the taxpayer)

5.5.7 **Functional Requirements for Assessment**

5.5.7.1 Please refer to "H-ETD Annexure 1 - Functional Requirement Specifications - Core Software" for detailed functional requirements

5.6 Core Software – Refund

5.6.1 100% assessment of refund cases needs to be completed before processing of Refunds. Refund is to be initiated from the return form thus no human intervention is required in initial processing of refund. If dealer is seeking refund, additional information to be submitted along with return form online.

5.6.2 Refund could be sent to tax payer through following channels:

5.6.2.1 If tax payer account is in same bank as of refund issuing bank, direct credit to the bank account would be made

5.6.2.2 If taxpayer account is in some other bank's CBS branch, NEFT transfer of refund amount would be done taxpayer's account

5.6.2.3 If none of the above exists, then a cheque would be sent to taxpayer's business address

5.6.3 Refund can also be sought in form of Refund Adjustment Order (RAO) / IPO where in refund can be adjusted with the next tax payment. Record of such adjustments should be traceable through taxpayer ledger

5.6.4 In Excise tax, refunds are generated on the expiry of license. Refunds should be generated through the system once the license expires for any licensee and debited to the bank account of the licensee.

5.6.5 **Functional Requirements for Refunds**

5.6.5.1 Please refer to "H-ETD Annexure 1 - Functional Requirement Specifications - Core Software" for detailed functional requirements

5.7 Core Software – Arrears & Recoveries

5.7.1 For Arrears and Recovery, notices will be generated automatically and will be posted to tax payers' ledger. Notices will be serviced electronically to the dealer email id and tax payer account on department website if dealer opts for e-servicing of the notice. Notice service period will start once dealer opens the notice from his tax payer account. In case, dealer doesn't open his notice, a manual notice will be served to him.

5.7.2 Assessing authority should be able to sign the notices in bulk as well as individual notices

5.7.3 **Functional Requirements for Arrears & Recoveries**

5.7.3.1 Please refer to "H-ETD Annexure 1 - Functional Requirement Specifications - Core Software" for detailed functional requirements

5.8 Core Software – VAT Central Forms

5.8.1 VAT Central forms will be generated by the Department on basis of e-returns filed. Hard copy of generated forms should be collected by the taxpayer from Department office or would be sent via registered post / courier by the Department. Bar-coding of the forms will be used for additional security & facilitation.

5.8.1.1 Rectification in forms should be based on revised returns only. In case of amended inter-state form is required, dealer is required to provide a credit or debit note from the counterparty with respect to the particular transaction.

5.8.1.2 Intimation of lost forms to be made online only. In case forms lost reprint of same form should be authenticated again with 'DUPLICATE' stamp

5.8.1.3 Central forms data should be synchronized with 'TINXSYS" on real time basis / batch mode

5.8.1.4 Details of Central forms received from other states should be entered into the system which can be reconciled with the returns and TINXSYS website

5.8.2 **Functional Requirements for VAT Central Forms**

5.8.2.1 Please refer to "H-ETD Annexure 1 - Functional Requirement Specifications - Core Software" for detailed functional requirements

5.9 Core Software – Local Forms

5.9.1 Local forms are used by the VAT taxpayers to show the proof of transition in addition to the invoice.

5.9.2 Taxpayer would be able to use VAT local forms by:

5.9.2.1 Entering the details in the system and generating the local form at their own premise without any visit to the department.

5.9.2.2 Incase any recovery is pending against a dealer, online generation of local forms will be subject to approval of Assessing Authority.

5.9.2.3 By collecting the pre-allotted number of forms from the department for which utilization has to be submitted by the taxpayer at the department before issuance of additional forms.

5.9.2.4 No additional forms will be issued before dealer provides utilization of previously issued forms

5.9.2.5

5.9.3 Each local form would have a unique code which can be later utilized for reconciliation with the dealer data

5.9.4 **Functional Requirements for VAT Local Forms**

5.9.4.1 Please refer to "H-ETD Annexure 1 - Functional Requirement Specifications - Core Software" for detailed functional requirements

5.10 Core Software – Remedies

5.10.1 Taxpayer would be able to submit memorandum or application with document identification number of order appealed against online

5.10.2 Notices would be generated and tracked through the system as explained in clause 5.3 above

5.10.3 Taxpayer would be provided the facility to track the status of their appeal online.

5.10.4 **Functional Requirements for Remedies**

5.10.4.1 Please refer to "H-ETD Annexure 1 - Functional Requirement Specifications - Core Software" for detailed functional requirements

5.11 Core Software – Other Processes

5.11.1 Workflow management system and document management system shall be used for facilitating the process of policy making

5.11.1.1 Policy / clarifications / notices/ amendments / notifications are drafted at head office level and require to be approved at various levels. All approvals should be done online with the provision of entering comments before moving the file

5.11.1.2 All Policy / clarifications / notices / amendments / notifications should be available in a properly indexed online repository which should be easily accessible to all district officers

5.11.2 Audits conducted by the external agencies like CAG would be conducted through system. System should be able to provide all reports as required by the auditing team

5.11.3 Record management should be standardized across all locations

5.11.3.1 Record keeper should be able to enter the metadata for each type of file and generate a unique code for the file. Record keeper should also enter the exact location of the file in the system

5.11.3.2 Any officer should may search the files based on TIN, PAN, License number, business premise address, business name etc

5.11.3.3 Inward and outward movement of file should also be recorded in the system by the record keeper

5.11.4 **Functional Requirements for Other Processes**

5.11.4.1 Please refer to "H-ETD Annexure 1 - Functional Requirement Specifications - Core Software" for detailed functional requirements

5.12 Core Software - Taxpayer Ledger

5.12.1 The information submitted by tax payer during registration and returns shall be captured into the Tax Payer Ledger, so if a tax office official or tax payer desires to understand the taxpayer's ledger balance, they can review the information online. Key interventions that change the tax payer ledger balance besides a return is a bank payment, assessment order, recovery action, or an accounts arrears intervention. Each of the intervention needs to be traced to a tax payer and H-ETD official. Each return filed on time becomes a part of the taxpayer's ledger file. Each assessment, recovery or any other adverse incident becomes a

part of the taxpayer's record. A history of compliance allows the taxpayer the benefit of receiving refunds immediately. More risky taxpayers may be worth an examination by the tax assessment officials. Tax Payer Ledger will include following key information:

5.12.1.1 Dealer information

5.12.1.2 Next due date of return filing

5.12.1.3 Return extract

5.12.1.4 Liabilities

5.12.1.5 Deposit details

5.12.1.6 Assessments framed

5.12.1.7 Pending cases

5.12.1.8 Notices served

5.12.2 **Functional Requirements for Taxpayer Ledger**

5.12.2.1 Please refer to "H-ETD Annexure 1 - Functional Requirement Specifications - Core Software" for detailed functional requirements.

5.13 Core Software – Liquor Flow

5.13.1 Licensee under Excise tax generates permit and pass for transferring liquor from one place to another. Permit is given by the destination Excise district office whereas pass is provided by the source Excise district office

5.13.2 Licensee may obtain permit in following two ways:

5.13.2.1 Submit the permit application using digital signature and e-payment in the system using Client Side executable utility for electronic filing. Permit application may or may not be accepted by the Excise officer. Excise officer may amend the application before approving it. Once the application is approved; licensee would be intimated through SMS / e-mail to collect his permit from the district office. Duly signed permit can be collected from the district office by the licensee

5.13.2.2 Licensee can also come to district office for issuance of permit. Details of application would be entered at the district office and permit would be issued as deemed fit by Excise officer.

5.13.3 Pass would be obtained at the source from where liquor has to be lifted. Pass details would be entered into the system using Client Side executable utility for electronic filing at the source point and approval would be provided by the Excise officer. Once pass is approved; licensee would be intimated through SMS / e-mail to collect his duly signed pass from the district office.

5.13.4 Permit and Pass needs to be accompanied by an acknowledgment receipt which would be pre populated with the data from pass details. Licensee would print the acknowledgment

receipt at the time of moving the truck. Acknowledgment receipt would have system generated time stamp

5.13.5 Permit and pass system should be linked to quota of the retail vend licensees. System must keep track of quota left, quota over used and permit expiry. If lesser liquor is lifted than the allowed permit, balance allowed liquor on the same permit should be reflected on licensee ledger account.

5.13.6 **Functional Requirements for Liquor Flow**

5.13.6.1 Please refer to "H-ETD Annexure 1 - Functional Requirement Specifications - Core Software" for detailed functional requirements.

5.14 Core Software – Monitoring & Inspection

5.14.1 Monitoring and inspection would be enforced through mobile squads. Mobile squads are to be equipped with connected handheld devices to cross verify any document carried by the taxpayer caught in road side checking. Mobile squad should be able to check the registration number, permit / pass number, D3 number, license number, any pending arrears or penalties

5.14.2 In Excise tax, Excise inspectors make regular visits to the business premises. Excise inspector would enter the details of the visit and upload the scan copy of the statement in case any offence is found during inspection. Details of inspection should be available to all the department personnel for quicker disposal of the case

5.14.3 **Functional Requirements for Monitoring & Inspection**

5.14.3.1 Please refer to "H-ETD Annexure 1 - Functional Requirement Specifications - Core Software" for detailed functional requirements.

5.15 Workflow management

5.15.1 **Description of the Workflow management**

5.15.1.1 Bidder is required to provide integrated web based workflow system

5.15.1.2 The data entry of the master data and the transaction data would be done as per the requirements of the Workflow and Document Management System

5.15.1.3 Workflow would be required for various instances, such as but not limited to:

5.15.1.3.1 E- Form submission post system checks

5.15.1.3.2 E-Service delivery to the taxpayers

5.15.1.3.3 Web portal of the department

5.15.1.3.4 Mailing and messaging services

5.15.1.3.5 Approvals for any citizen centric service

5.15.1.3.6 Approvals for internal matter of department

5.15.1.4 Workflow Management would be based on predefined workflows and should also incorporate ad hoc workflow requirements

5.15.2 **Functional Requirements for Workflow Management**

5.15.2.1 Please refer to "H-ETD Annexure 2 - Functional Requirement Specifications - Others" for detailed functional requirements.

5.16 Mailing solution

5.16.1 **Description of the mailing solution**

5.16.1.1 The Mailing solution shall cater to the number of users of Haryana Excise & Taxation Department across Headquarters and District Offices as provided in Annexure B of this section.

5.16.1.2 It is required that the mailboxes for all the users shall be stored on the storage solution for the mailing solution.

5.16.1.3 Bidder shall configure the features of the email solution including task management, calendar management, address book, etc.

5.16.1.4 Bidder shall propose the required hardware for the entire mailing solution.

5.16.1.5 Bidder shall provide requisite licenses for all the system software required for the Mailing Software elements, including but not limited to Client licenses, Mail Server, etc.

5.16.1.6 The mailing solution needs to be integrated with the Core Application Solution for exchange of information and it should be possible to move emails to Document Management System

5.16.1.7 The mailbox should be provided as per the designation of the department personnel and shall be increased as per user's requirement

5.16.1.7.1 DETC and above – 50 MB

5.16.1.7.2 ETO and AETO – 30 MB

5.16.1.7.3 Below AETO – 10 MB

Please refer to Annexure B for the minimum number of mailboxes required for each of the level

5.16.2 **Functional Requirements for Mailing Solution**

5.16.2.1 Please refer to "H-ETD Annexure 2 - Functional Requirement Specifications - Others" for detailed functional requirements.

5.17 Document Management System

5.17.1 Description of the Document Management System

5.17.1.1 Document Management System would form integral part of the solution as the taxpayer would be uploading the proof documents for various purpose on the department's portal

5.17.1.2 Also any documents submitted as proof at the department premise would also be required to uploaded on the system for easier access and retrieval

5.17.1.3 DMS should cater to all requirements of H-ETD related to management of documents submitted by registered and unregistered taxpayers with H-ETD.

5.17.1.4 The DMS should allow the department officials to easily store and retrieve data based on the TIN/ Registration Number of the dealer. The DMS should provide clear metadata for categorization of any document entering the system. The DMS must also support a string based search.

5.17.1.5 These requirements would include the various types of documents submitted by dealers, such as:

5.17.1.5.1 Supporting documents for registration application like identity proof, residence proof, no objection certificates, site plan for excise registration, vehicle registration for PGT, PAN card copy, photograph of the applicant, Challan receipts, payment receipts and others

5.17.1.5.2 Documents submitted as response to show cause notice, and appeals

5.17.1.5.3 Statement recorded at the time of inspection

5.17.1.5.4 Other legacy data that needs to be migrated to the system

5.17.1.6 Bidder shall propose infrastructure that shall be sufficient for leveraging all the capabilities of the DMS suite to the fullest extent.

5.17.1.7 Bidder shall provide requisite licenses for all the software required for the DMS suite, along with DMS database, add-on tools / modules, etc.

5.17.2 Functional Requirements

5.17.2.1 Please refer to "H-ETD Annexure 2 - Functional Requirement Specifications - Others" for detailed functional requirements.

5.18 Business Productivity Suite

5.18.1 Description of the Business Productivity Suite

5.18.1.1 H-ETD intends to implement a comprehensive business productivity suite for internal users at the Head Office, TCP and the district offices.

5.18.1.2 Bidder should make arrangement of downloads, patches or any other specific requirement during the contract period.

5.18.1.3 Bidder should ensure installation and maintenance of the application for the contract period.

5.18.1.4 The number of users for business productivity suite is same as the number of desktops to be procured as part of this tender.

5.19 Operating System

5.19.1 Description of the Operating System

5.19.1.1 All servers and desktops should come with preloaded Operating System

5.19.1.2 Bidder should make arrangement of downloads, patches or any other specific requirement for Operating System during the contract period.

5.19.1.3 Bidder should ensure installation and maintenance of the OS for the contract period.

5.19.1.4 The number of OS licenses is same as the number of desktops and servers to be procured as part of this tender.

5.20 Anti-virus and Anti-spam Solution

5.20.1 Description of the Anti-virus and Anti-spam Solution

5.20.1.1 In order to protect all the desktops, thin clients and all the servers from any kind of virus / worm / trojan attack, bidder shall provision and implement an enterprise wide Anti-Virus and Anti-Spam solution, which will include the following:

5.20.1.1.1 Agent for desktops and thin clients

5.20.1.1.2 Agent for servers

5.20.1.1.3 Anti-Virus and Anti-Spam Gateway

5.20.1.1.4 Virus and spam scanner for SMTP

5.20.1.1.5 Virus scanner for HTTP

5.20.1.1.6 Virus and spam scanner for the mailing solution

5.20.1.2 Bidder shall propose the latest version of the antivirus solution available in the market on the day of submission of the bid. However, it is mandatory that Bidder shall deploy the latest version of the Anti-virus available at the time of implementation in case newer version is available after the submission of bid.

5.20.2 Functional Requirements

5.20.2.1 Please refer to “H-ETD Annexure 2 - Functional Requirement Specifications - Others” for detailed functional requirements.

5.21 Handheld devices

5.21.1 Description of the Handheld devices

5.21.1.1 H-ETD envisages procuring Handheld Devices for its mobile squad teams and Tax Collection Points.

5.21.1.2 The main purpose of mobile squads is to check the vehicles plying on road and check all the legal documents required carried by the vehicle. Mobile squads can check documents under any tax provision i.e. VAT, PGT, Excise, Luxury and Entertainment Duty. If required Mobile Squads are entitled to penalize the unauthorized movement on the road

5.21.1.3 Handheld devices would be used for following illustrative functions:

5.21.1.3.1 Check license number / registration number / TIN carried by vehicle

5.21.1.3.2 Check the outstanding payment liability of the taxpayer

5.21.1.3.3 Check Challan Identification Number (CIN) of the payment made by the taxpayer

5.21.1.3.4 In case of roadside recovery, generation of payment receipt

5.21.1.3.5 Check the genuineness of D3 carried along with invoice

5.21.1.3.6 Check authenticity of permit and pass carried for Excise Duty

5.21.1.3.7 Able to print on-spot challans for the defaulting taxpayers

5.21.1.4 The bidder is expected to procure and maintain handheld devices for the contract period. A total of 150 handheld devices would be required by the department.

5.21.1.5 The H-eCT solution is expected to integrate with the proposed handheld devices of department and bidder is required to develop necessary adaptor/ utility to facilitate the communication between the two systems

5.21.1.6 The following functionalities shall be available on ONLINE (GSM / CDMA based) devices:

5.21.1.6.1 Should have secured password based access to the device

5.21.1.6.2 Should store data for at least 300 taxpayers at a time

5.21.1.6.3 Should be able to import/export the taxpayer data from/into the H-eCT system on real time basis

5.21.1.6.4 Should have in-built printing system

5.21.1.7 Formats for challans / receipts / acknowledgements etc shall be decided by the Purchaser including the logo to be printed. The format may change periodically. The Bidder shall ensure that all such format changes are done on the request of the Purchaser with no extra cost to the Purchaser.

5.21.1.8 Bidder to develop the application for the handheld device and provide UAT and testing services. Bidder should provide software development kit (SDK) for development of application for handheld device.

5.21.1.9 Online connectivity to the handheld devices to be provided through GSM / CDMA technology. The Bidder is expected to make necessary arrangements with GSM / CDMA provider for online connectivity of handheld devices including payments to GSM / CDMA service provider for the one time and ongoing service cost of GSM / CDMA services for the contract period.

5.21.1.10 All damages to the hardware, software and accessories of the devices (including wear and tear as part of regular usage) shall be covered as part of comprehensive onsite warranty for the contract period. Any forced breakage / damage to the device shall be the responsibility of department.

5.21.2 **Functional Requirements of Handheld Devices**

5.21.2.1 Please refer to “H-ETD Annexure 2 - Functional Requirement Specifications - Others” for detailed functional requirements.

5.22 Bar coding Software

5.22.1 **Description of the Bar Coding Software**

5.22.1.1 The bidder should provide bar-code printing on the most of the documents provided to the taxpayer by the department. These documents may include:

5.22.1.1.1 Registration Certificate

5.22.1.1.2 License Certificate

5.22.1.1.3 Permit and pass

5.22.1.1.4 Acknowledgment receipts of any payment made

5.22.1.1.5 Local Forms

5.22.1.1.6 Central Forms

5.22.1.1.7 VAT D3 form

5.22.1.2 The barcode software shall integrate with the H-eCT solution to record and verify various information from taxpayer ledger account

5.22.1.3 Barcodes should be saved with the document details in Document Management System

5.22.1.4 2D barcodes should be printed for the department

5.22.1.5 Number of bar code scanners required is provided in Annexure B of this section of RFP

5.22.2 **Functional Requirements of Barcode Scanners**

5.22.2.1 Please refer to "H-ETD Annexure 3 - Technical Requirement Specifications" for detailed requirements.

5.23 Client Side executable utility for electronic filing

5.23.1 **Description of the Client Side executable utility for electronic filing**

5.23.1.1 Client Side executable utility to facilitate following services needs to be developed by the Bidder for enabling following services:

5.23.1.1.1 E-Registration for all taxes administered by Department

5.23.1.1.2 E-Returns for all taxes administered by Department

5.23.1.1.3 E-Challan for all taxes administered by Department

5.23.1.1.4 Application of local concessional form for VAT

5.23.1.1.5 Application for permit and pass in case of Excise Tax.

5.23.1.1.6 For details on these formats, please refer to the Department website (www.haryanatax.com)

5.23.1.2 Bidder needs to provide an off-line form based interface to fill the information in an intuitive and user friendly manner.

5.23.1.3 Client Side executable utility should be platform independent and should be downloadable from the Department website.

5.23.1.4 Client Side executable utility should provide facility to check the availability of the latest downloadable version before submission of information

5.23.1.5 Client Side executable utility would allow editing and updating of captured data

5.23.1.6 Client Side executable utility would allow saving of data temporarily before final upload.

5.23.1.7 Client Side executable utility would use XBRL language in compliance with GST.

5.23.1.8 Client Side executable utility would allow bulk uploading of data for multiple taxpayers at a time. E.g. an intermediary like CA can fill returns for multiple taxpayers offline and able to perform bulk upload of the returns data for multiple taxpayers.

5.23.1.9 Client Side executable utility should allow user to enter multiple transaction records for multiple individuals, legal persons, and legal entities in a single report for entering the details of the list of sales & purchase

5.23.1.10 Client Side executable utility should provide facility for importing and exporting reporting data from multiple sources like spreadsheets, Tally, ERP based accounting systems, etc.

5.23.1.11 Electronic forms should perform basic data validation and data quality checks which would include mandatory field validations, validation of correct values for certain data fields, consistency validations and data structure validations

5.23.1.12 Client Side executable utility should display validation errors or warning messages in a user-friendly manner for the user to take corrective action

5.23.1.13 Client Side executable utility should attach a unique report ID for the file generated which can be used later for any kind of reference

5.23.1.14 Report generated should be in read only format. Any editing should be done in the electronic form only

5.23.1.15 The taxpayer should be able to digitally sign the returns file before uploading on the H-eCT

5.23.1.16 On submission of information, acknowledgment with Unique ID should be generated from the Client Side executable utility

5.23.1.17 In case of failure of submission of information, suitable acknowledgment should be generated from the Client Side executable utility

5.23.1.18 Client Side executable utility should provide facility to save and view past records

5.23.1.19 Client Side executable utility should allow seamless upload of data

5.23.1.20 Client Side executable utility should provide facility to capture log-in credentials of tax payer.

5.23.1.21 While uploading the data, Client Side executable utility should optimize the upload process by dividing the information into smaller packets.

5.23.2 **Functional Requirements of Client Side executable utility for electronic filing**

5.23.2.1 Please refer to “H-ETD Annexure 2 - Functional Requirement Specifications - Others” for detailed functional requirements.

5.24 Digital signature

5.24.1 **Description of Digital Signature**

5.24.1.1 With the adoption of e-services, digital signatures become important as a method of authentication. There will be two aspects to the usage of digital signatures in the proposed system

- Taxpayers will have their own digital signature for authentication of activities such as submission of registration data and uploaded documents, filing of e-Returns and supporting documents, response to show cause notices etc.
- The department will have a digital signature which will be used by all officials for approvals for e-registration applications, e-returns, show cause notices, etc.

5.24.1.2 The system must have clearly defined workflows for inserting the department digital signature at the right step in the approval workflow.

5.24.1.3 The application should give option for allow certain pre-defined actions to be completed without the presence of the user's digital signature. Some of these actions may include:

- Uploading and submission of supporting documents for registration by taxpayer
- Filing e-returns by taxpayer
- Issuance of show cause notice by department
- Approval of e-registration application and e-return application by department, etc.

5.24.1.4 The digital signatures should be usable via the application network and the system must ensure security and integrity for the usage of Digital Signatures. Any additional precautions for usage should be ensured along with alignment with Industry Standards.

5.24.2 **Functional Requirements**

5.24.2.1 The system must support all technical requirements relevant to the digital signature such as the 128 bit minimum encryption standard and the active Java Framework.

5.25 Content Management System for website update

5.25.1 **Description of the Content Management System**

5.25.1.1 Bidder should propose a multi user system with various access right management

5.25.1.2 It should be possible to add content in form of Text, HTML, videos or Images

5.25.1.3 System should have easy publishing facility with ability to pull down content any time

5.25.1.4 System should maintain access logs for security and accountability purpose

5.25.2 **Functional Requirements**

5.25.2.1 Please refer to "H-ETD Annexure 2 - Functional Requirement Specifications - Others" for detailed functional requirements.

5.26 Syslog application

5.26.1 Description of the Syslog application

5.26.1.1 In order to record and maintain the events occurring on the database server the bidder should propose an appropriate syslog solution.

5.26.1.2 The Syslog should provide a secure mechanism of keeping a log of all the eevens on all the servers and devices in the Primary and DR datacenters.

5.26.1.3 The Syslog servers would be managed by the officials of H-ETD or personnel authorised by H-ETD and the same should not be accessible to anybody else.

5.26.1.4 The Syslog solution should include the following capabilities:

- GUI based Syslog manager.
- Real time display of messages.
- Message logging or forwarding of all messages, or based on priority or time of day.
- Auto Split the log file by priority, time of day, Host name, Host IP Address, Domain name, WELF format tags in message text
- Automatic log file archiving based on a custom schedule
- Receiving messages via UDP, TCP or SNMP
- Forwarding messages via UDP or TCP
- Sending SNMP traps
- Sending alarm notifications or e-mails for Messages per hour and Log file size
- E-mailing the daily syslog traffic statistics
- Maintaining source address when forwarding messages to other syslog hosts
- Syslog statistics with graph of syslog trends (Last 24 hrs / Last 60 mins.)
- Syslog message buffering in order to ensure that messages are not missed under heavy load. It should have a buffer for minimum 20000 Syslog messages.

- It should have a buffer for 1000 e-mail messages to ensure all e-mail gets through under heavy load or if the mail server is unavailable temporarily.
- The DNS cache should hold up to 20,000 entries and the DNS pre-emptive lookup should be able spawn up to 200 threads.
- It should have capability for DNS resolution of source host IP addresses with optional domain removal
- It should support RFC3164 send and receive options and should perform any or all action when a message contains specific keywords.
- It should have capabilities to log messages to an ODBC database like Access, MS SQL, Oracle, etc.
- It should have capability to run an external program when the filter conditions are met.
- It should have the capability to filter out unwanted host messages or take a different logging action depending on the host name
- The Syslog agents should be deployed on the all the requisite servers and devices. The data collected from the Syslog agents should be stored on the proposed NAS solution.
- The bidder should propose the required hardware for the entire solution
- The bidder should propose the latest version of the appropriate Syslog solution available in the market on the day of submission of the bid.
- The bidder should provide requisite licenses for all the software required for the Syslog Solution

5.27 Common Software Requirements applicable to all Software

5.27.1 Description of the Common Software Requirements

Common software requirements will enable generic solutions in the envisaged system for H-ETD such as:

5.27.1.1 All application modules should be in sync with Government of Haryana holiday calendar

5.27.1.2 The common requirements with regard to usability and accessibility of different levels of users

5.27.1.3 Functionalities such as notifications and reports for managing system updates and other changes

5.27.1.4 Maintaining an audit trail for monitoring and inspection purposes

5.27.1.5 Provision of well-disposed User Interfaces to enable a flexible and intuitive system for the user

5.27.1.6 Provision of a robust disaster recovery mechanism which allows the administrator to create an effective and controlled risk-free environment

5.27.1.7 Efficient storage of data, scalability to meet changing requirements and security through authentication and encryption to ensure optimum performance

5.27.1.8 The above mentioned functions should be available as general features in the system and the accessibility should be guided by well defined user rights and levels of usage.

5.27.2 **Functional Requirements**

5.27.2.1 Please refer to "H-ETD Annexure 2 - Functional Requirement Specifications - Others" for detailed functional requirements.

6 Hardware, Equipments and Components

6.1 Design Considerations for Solution Architecture

6.1.1 The bidder should propose the bill of material such that the same technology, make, model, family of products are implemented at all sites (Primary and DR). It is understood that the size and the capacity of individual components may vary depending on the requirements and criticality at each of the site.

6.1.2 Bidder should ensure standardization at unit building blocks. Bidder should design the overall solution such that the **variety of server models** in the entire architecture is **minimized** in order to improve the management of the overall solution.

6.1.3 Bidder should offer **latest and proven technologies** that are available for items including but not limited to processor model with highest possible clock speed, I/O, Memory, Cache, FC interface and bandwidth, security products, etc.

6.1.4 Only the business critical hardware, applications (hardware and software licenses) and other devices are required to be in **High Availability**.

6.1.5 For business critical applications and other devices in High Availability, the solution architecture should have **No Single Point of Failure** and committed for a **minimum of 99.75% uptime**.

6.1.6 The power supplies, cables/connectors for all servers / equipments should be for Indian power specifications of voltage, frequency and phasing.

7 Servers

7.1 Solution Objective and Requirements

7.1.1 The servers should be sized by Bidder independently considering the business requirements and workload details provided in this document.

7.1.2 Bidder should provision the server infrastructure required for the solutions that would be deployed by H-ETD at the SDC and DR sites.

7.1.3 The infrastructure at the above sites will require different types of servers. Bidder is responsible for understanding the niche requirements of all applications and provide servers as required to make the proposed solution complete.

7.1.4 The servers should be sized such that it would not utilize more than 70% of its resources (CPU and I/O) in normal course (with an exception to the batch processes). The utilization should not exceed 70% for a sustained period of more than 15 minutes (with an exception to the batch processes).

7.1.5 The proposed servers should be rack optimized with scalability for additional CPU, Memory and I/O.

7.1.6 The proposed servers should have adequate number of CPUs with latest clock speed and cache.

7.1.7 The servers should be based on Symmetrical Multiprocessing ('SMP') architecture.

7.1.8 Each server should be populated with adequate number of internal disks.

7.1.9 The disks should be Hot Swappable and should be proposed in hardware mirrored configuration using an Ultra 320 SCSI/FC-AL/SAS Controller with Hardware RAID Level 0 and 1.

7.1.10 Each server should be populated with adequate number of Gigabit full-duplex Ethernet controllers for LAN connectivity. The Ethernet controllers should be configured for dual homing and they should provide adequate throughput to each switch based on the solution deployed on the server.

7.1.11 The servers that need connectivity to SAN should be populated with adequate number of Fiber Channel Host Bus Adaptors ('HBA') in redundant mode.

7.1.12 The servers should be proposed with redundant and hot swappable power supplies.

7.1.13 All the servers, except the Server for backup, should be populated with read-only drive, capable of reading all types of CD / DVD.

7.1.14 Except the server for backup, none of the servers should be populated with any writeable media.

7.1.15 Bidder should propose rack mounted KVM switch based consoles within the SDC for monitoring and managing the servers. Every server should not be provisioned with monitor, keyboard and mouse individually. It is envisaged that the servers would also be monitored remotely using the EMS solution.

7.1.16 Bidder should provide requisite licenses for all the software required for the respective servers including, but not limited to, Operating System, respective software database and application, etc.

7.1.17 The following is an indicative list of servers, software and devices that should be provided as part of this tender.

7.1.17.1 Servers

- Web Server(s)
- Application Server(s)
- Database Server(s)
- Presentation Layer Server(s)
- DNS Server(s)
- Mails Server(s)
- Anti-virus Server(s)
- Enterprise Management Solution (EMS) Server(s)
- Authentication Server(s)
- Server(s) for Backup
- Server(s) for UAT and Post Implementation support
- Syslog Server(s)

7.1.17.2 Devices

- Load Balancer

7.1.18 Bidder should propose servers after taking into account the design consideration mentioned in the schedule of requirements.

7.2 Web Server(s)

7.2.1 The Web Servers will be mainly used for running the proposed HTTP Server to manage connections of user sessions.

7.2.2 Bidder should provide requisite licenses for all the system software required for the web server including, but not limited to, Operating System, etc.

7.2.3 The detailed specifications for the web server should be provided in accordance with format provided in “H-ETD Annexure 3 - Technical Requirement Specifications”

7.3 Application Server(s)

7.3.1 The Application Servers will be mainly used for running the business logic of the core application.

7.3.2 The Application Servers should be sized by Bidder independently considering users workload mentioned in Annexure B to this section.

7.3.3 Bidder should provide requisite licenses for all the system software required for the application server including, but not limited to, Operating System, Application Server Software, etc.

7.3.4 The detailed specifications for the application server should be provided in accordance with format provided in “H-ETD Annexure 3 - Technical Requirement Specifications”.

7.4 Database Server(s)

7.4.1 The server will be used to store the data that is necessary for the functioning of solution.

7.4.2 The server should have ability to process mixed transaction loads (batch and online) and have the ability to dynamically configure processor power according to workload requirements.

7.4.3 The server should be configured in active-active high availability mode with cluster at all requisite levels such as OS, database

7.4.4 Bidder should provide requisite licenses for all the system software required for the database server including, but not limited to, Operating System, Database, etc.

7.4.5 The total indicative tpm-c rating of the Database server for the different application partitions at the end of 5th year is 1,350,000 and the estimated tpm-c at the end of 3rd year is around 800,000.

7.4.6 The model of the server proposed should have capability for field expansion for minimum 25% additional Processors and minimum 40% additional Memory and 40% additional I/O slots in each node over and above the relative capacity for the 5th year as demonstrated during commissioning.

7.4.7 The server should be sized for the load the end of 5th year, but the server to be delivered should be populated for the capacity requirements for 3rd year. The sizing of the server requirement for the 3rd year should be such that it meets 60% of the required tpm-c at the end of 5th year.

7.4.8 The bidder should provide requisite licenses for all the system software required for the database server including, but not limited to, Operating System, Clustering Software, etc.

7.4.9 The detailed specifications for the database server should be provided in accordance with format provided in “H-ETD Annexure 3 - Technical Requirement Specifications”.

7.5 Presentation Layer Server(s)

7.5.1 The Presentation Layer Server will be mainly used for Presentation layer software that would allow users a secured access to all the application. All the applications should be presented to the end user virtually using Presentation Layer Server.

7.5.2 The Presentation Layer Server should be sized by Bidder independently considering the total number of users and concurrency mentioned in Annexure B.

7.5.3 The Presentation Layer Servers should be positioned as independent servers. They should be capable of being load balanced using external server load balancers.

7.5.4 Presentation Layer Software:

7.5.4.1 Presentation Layer software proposed should support and provide access to all internal users, independent of the platform, operating system and underlying architecture of the application.

7.5.4.2 The software should provide easy and fast deployment of applications to any server and any user.

7.5.4.3 The software should be capable of load balancing.

7.5.4.4 The software should be capable of manual drive redirection and local printer support.

7.5.4.5 The software should provide facility for central administration including patch support, version update etc.

7.5.4.6 The software should allow work items to remain open when networking connectivity is lost and then seamlessly resume when connectivity is restored.

7.5.4.7 The software should be capable to pass the presentation server connection through SSL (Secure Socket Layer).

7.5.4.8 The software should be capable of supporting the proposed authentication solution.

7.5.5 Bidder should provide requisite licenses for all the system software required for the Presentation server including, but not limited to, Operating System, Presentation Layer Software, etc.

7.6 DNS Server(s)

7.6.1 Bidder should provision dedicated servers which will be mainly used for running the Domain Name Service (DNS) and Time Synchronization Service.

7.6.2 The server should run Domain Name Service for resolving the domain names for H-eCT application, for redirecting traffic to DR site and for e-mail service

7.6.3 This server should also have the capability to run the Time synchronization service. This service should be used to synchronize the clocks in all of the servers and devices in the

Primary data center. The time synchronization service should synchronize clocks of all the servers with the world time clock on a regular basis.

7.6.4 Bidder should provide requisite licenses for all the system software required for the DNS server including, but not limited to, Operating System, Domain Name Service, Time Synchronization Service, etc.

7.6.5 The detailed specifications for the DNS server should be provided in accordance with format provided in "H-ETD Annexure 3 - Technical Requirement Specifications".

7.7 Mail Server(s)

7.7.1 Bidder shall provision servers for running the Mailing Solution as per requirements mentioned

7.7.2 The Mail solution shall be primarily used by the department's internal users

7.7.3 The Mail servers shall be sized by the bidder independently depending on the Mailing Solution

7.7.4 The Mail Servers shall be configured to store the messaging database on the storage array.

7.7.5 Bidder shall provide requisite licenses for all the system software required for the Mail server including, but not limited to, Operating System, etc.

7.8 Anti-virus Server(s)

7.8.1 Bidder shall provision dedicated servers for running the Anti-virus Solution as per requirements mentioned

7.8.2 Bidder shall provide an Anti-virus server for downloading anti-virus updates from internet.

7.8.3 The Anti-virus servers shall be sized by bidder independently depending on the Anti-virus solution and as per the requirements provided

7.8.4 Bidder shall provide requisite licenses for all the system software required for the Anti-virus server including, but not limited to, Operating System, etc.

7.9 Enterprise Management Solution (EMS) Server(s)

7.9.1 Bidder shall provision dedicated servers for running the EMS Solution.

7.9.2 The EMS servers shall be sized by the bidder independently depending on the EMS solution and the requirements provided under sub-section solutions

7.9.3 The EMS Servers shall be configured to store the EMS database on the storage array.

7.9.4 Bidder shall provide requisite licenses for all the system software required for the EMS server including, but not limited to, Operating System, etc.

7.10 Authentication Server(s)

7.10.1 Bidder shall provide authentication server to authorize and authenticate web users for the public web application.

7.11 Server(s) for Backup

7.11.1 Bidder may be required to assist H-ETD personnel in undertaking backup of the Databases on the Storage Area Network (SAN) as well as Network Attached Storage (NAS) as the case may be. The server should also have the capability to undertake backup of other servers that are not connected to the SAN.

7.11.2 The servers for backup should be sized for adequate Processor and Memory resources, Ethernet and HBA adapters, etc. by Bidder based on the backup window and business requirements mentioned in the scope of work.

7.11.3 Bidder should design the architecture such that the LAN-based backup procedure should have minimal impact on production operations during the backup process.

7.11.4 The servers should also be populated with different types of backup devices such as DAT, DLT, DVD Read/Write Drive for backing up on various latest / older generation media types.

7.11.5 The detailed specifications for the Server for Backup should be provided in accordance with format provided in “H-ETD Annexure 3 - Technical Requirement Specifications”.

7.12 Server(s) for UAT and Post Implementation support

7.12.1 These servers will be used for the purpose of UAT and post implementation support when all the data has been migrated to the new system.

7.12.2 Bidder should independently size the servers and propose the adequate number of servers to host all the solutions proposed in the tender.

7.12.3 The Servers will be mainly used for UAT and for post implementation support such as debugging of problems reported, minor developments, etc.

7.12.4 The Servers should support UAT and post implementation support for all the COTS software and custom-built applications developed.

7.12.5 The proposed servers should be provisioned with sufficient disks to store the data required for UAT and post implementation support.

7.12.6 Bidder should provide requisite licenses for all the system software required for the server including, but not limited to, Operating System, development and run-time licenses of the solutions proposed, etc.

7.13 Syslog Server(s)

7.13.1 In order to record and maintain the events occurring on the database server the bidder should propose an appropriate syslog solution.

7.13.2 The Syslog should provide a secure mechanism of keeping a log of all the events on all the servers and devices in the Primary, BCP and DR datacenters.

7.13.3 The Syslog servers would be managed by the selected bidder and the same should not be accessible to anybody else.

7.13.4 The Syslog solution should include the following capabilities:

7.13.4.1 GUI based Syslog manager.

7.13.4.2 Real time display of messages.

7.13.4.3 Message logging or forwarding of all messages, or based on priority or time of day.

7.13.4.4 Auto Split the log file by priority, time of day, Host name, Host IP Address, Domain name, WELF format tags in message text

7.13.4.5 Automatic log file archiving based on a custom schedule

7.13.4.6 Receiving messages via UDP, TCP or SNMP

7.13.4.7 Forwarding messages via UDP or TCP

7.13.4.8 Sending SNMP traps

7.13.4.9 Sending alarm notifications or e-mails for the following:

- Messages per hour
- Log file size

7.13.4.10 E-mailing the daily syslog traffic statistics

7.13.4.11 Maintaining source address when forwarding messages to other syslog hosts

7.13.4.12 Syslog statistics with graph of syslog trends (Last 24 hrs / Last 60 mins.)

7.13.4.13 It should have capability for DNS resolution of source host IP addresses with optional domain removal

7.13.4.14 It should have capabilities to log messages to an ODBC database like Access, MS SQL, Oracle,DB 2 etc.

7.13.4.15 It should have capability to run an external program when the filter conditions are met.

7.13.4.16 It should have the capability to filter out unwanted host messages or take a different logging action depending on the host name.

7.13.5 The Syslog agents should be deployed on the all the requisite servers and devices.

7.13.6 The bidder should propose the latest version of the appropriate Syslog solution available in the market on the day of submission of the bid.

7.13.7 The bidder should provide requisite licenses for all the software required for the Syslog Solution.

7.14 Load Balancers

7.14.1 Appliance based Load Balancers should be used to balance the load between the Web Servers.

7.14.2 Bidder should independently size the specifications for the load balancer considering the business requirements and work details provided in the Scope of Work.

7.14.3 Bidder should propose 2 Load Balancers that are highly available configured in fail-over mode with session redundancy.

7.14.4 The load balancer should be capable of content switching based on different criteria such as number of user sessions, resource utilization, number of packets, number of users, application timeouts, etc.

7.14.5 The load balancer should have the capability of session awareness based on cookies, session keys, URL, etc.

7.14.6 The load balancer should have adequate number of Gigabit ports for the requisite number of Web Servers and with a Minimum of 25% free ports for future expandability.

7.14.7 The load balancer should have the capability to support adequate number of concurrent user sessions and should have adequate throughput.

7.14.8 The load balancer should provide GUI based Management software with support for security measures such as SSH (Secure Shell Protocol), SSL based browser interface, etc.

7.14.9 Each Load Balancer should have redundant power supply units.

7.14.10 Bidder should provide requisite licenses for all the system software required for the Load Balancer including, but not limited to, Operating System, Management Software, etc.

7.14.11 The detailed specifications for the load balancer should be provided in accordance with format provided in “H-ETD Annexure 3 - Technical Requirement Specifications”.

8 Storage Infrastructure

8.1 Objectives and Requirements

8.1.1 H-ETD intends to avail the storage infrastructure from Haryana SDC that consists of the following components.

8.1.1.1 SAN Storage Array

8.1.1.2 Tape Library

8.1.1.3 Storage Software

8.1.1.4 Backup Software

8.1.2 Bidder should independently design the storage infrastructure and accessories as required for the proposed solutions that would be deployed at DR site.

8.1.3 Bidder shall include all the components that are required to make the solution complete at DR site

8.2 Replication

8.2.1 Bidder should configure the replication between the Primary and DR site. Refer Section 4.4.2.3

8.2.2 Bidder should design a suitable replication strategy and an effective model for replication of the databases on the SAN storage, Bidder should accordingly provision the infrastructure.

8.2.3 The Replication should make use of IP ports available on the SAN storage.

8.2.4 The replication software should be compatible with proposed solutions and should support both synchronous and asynchronous modes.

8.2.5 Bidder should provide requisite licenses for all the system software required for the Replication of the storage system.

8.2.6 Bidder should provide replication solution that support across heterogeneous storage arrays from different storage OEMs

8.3 SAN Storage Disk System for DR site

8.3.1 Bidder should design the SAN storage with RAID 1+0 level configurations for Core Database and RAID 5 for other data stores.

8.3.2 Bidder should provision adequate raw disk capacity based on the proposed solution and its sizing considerations. The same should also include RAID and other overhead considerations.

8.3.3 The SAN storage should be sized considering a 40% free raw disk capacity over and above the capacity sized by Bidder. (Refer Annexure B for workload requirements).

8.3.4 The storage should be populated with adequate number of disks based on the size estimated above.

8.3.5 The raw disk capacity of the storage array proposed should be scalable in future up to a minimum of twice the proposed capacity. For example, if the sized capacity is X TB, the proposed capacity should be 1.4X (including 40% free raw disk capacity over and above the capacity sized). The raw disk capacity should be scalable up to 2.8X.

8.3.6 The storage system should offer exhaustive support for all industry leading cluster systems.

8.3.7 The storage system should support heterogeneous multi-host connectivity. The system should facilitate connectivity to various flavours of Operating Systems (OS).

8.3.8 The storage system should be configured with adequate number of minimum 2 Gbps (per controller) FC host ports so that adequate throughput is available to the connected servers.

8.3.9 The storage system should provide for minimum Dual AC input and redundant and hot swappable components including, but not limited to, Disks, Power supply, etc.

8.3.10 The storage system should be compatible with the proposed replication software.

8.3.11 Storage Architecture

8.3.11.1 Bidder should propose single storage array system with No Single Point of Failure (SPOF).

8.3.11.2 The storage system should provide end-to-end Fibre technology with a minimum of full-duplex 2 Gbps end-to-end bandwidth from front-end port to disk.

8.3.12 Disks and Disk Controllers

8.3.12.1 Bidder should propose dual ported Fibre Channel disks with capability for minimum full-duplex 2 Gbps through and through bandwidth. Bidder should provision disks with 146 GB capacity, of 15000 rpm.

8.3.12.2 The disk array should have minimum of 5% of global hot spare disks. The global hot spare disks should be automatically configurable without any kind of interruption.

8.3.12.3 The storage array should support hardware based RAID controllers with RAID level configurations.

8.3.12.4 The storage system should provide capability for storage expansion in order to facilitate volume enhancement without downtime.

8.3.12.5 Bidder should ensure that all the components such as controllers, fibre loops, etc. are populated and configured such that the performance of the disk array is optimized and the disks are load balanced across multiple controllers.

8.3.12.6 Bidder should undertake I/O tuning of the disk array so that the database related performance is optimized.

8.3.13 Cache

8.3.13.1 Bidder should provision for minimum of 2 GB cache so as to provide the requisite system performance.

8.3.13.2 The cache should have adequate memory protection in order to ensure no data loss in case of any faults. The cache in the storage disk array should have facility for data protection in case of power failure.

8.3.14 Bidder should provide necessary fibre cabling for the SAN. All necessary patches / connectors should also be provisioned.

8.4 Tape Library

8.4.1 Bidder should provision tape library as a backup device for copying the data on to a removable media.

8.4.2 Bidder should size the tape library based on estimated data size and considering a full backup window of 4 hours. The number of tape drives should be sized accordingly.

8.4.3 The tape library should be populated with native Fibre channel LTO Gen 5 or latest LTO drives interface. The tape library should be scalable to 2 times the number of tapes drives that are provisioned.

8.4.4 The tape library should have the capability for automatic self discovery of tape drives.

8.4.5 The tape library should include a bar-code reader to enable managing the inventory of tape cartridges. The bar code reader should integrate with the media management software proposed.

8.4.6 The tape library should have adequate media slots. The tape library should be scalable to 2 times the proposed number of media slots.

8.4.7 The disk array should provide for minimum Dual AC input.

8.4.8 Bidder should provision for adequate number of native minimum full-duplex 2 Gbps Fibre Channel ports in the tape library so as to stream data for full-utilization of all the tape drives.

8.4.9 The tape library should have capability to backup data from multiple hosts running various flavours of OS.

8.4.10 Tape Media / Accessories: Bidder should estimate the requirements of the tape and labels independently and provision adequate media for the period till the end of T1 + 12 months

9 Information Security Infrastructure

9.1 Objectives and Requirements

9.1.1 Bidder should independently design the security infrastructure and accessories as required for the proposed solutions that would be deployed at the SDC and DR sites.

9.1.2 The vulnerability assessment of the server will be a necessary activity. Accordingly the server should be hardened for security before putting it in the production network.

9.1.3 The following provides guidelines principles to assist Bidder to design the security requirements:

9.1.3.1 The external users will be accessing the e-Services and related application features hosted in a de-militarized zone in SDC. The traffic of external users will be routed through security devices such as Firewalls and IPS. The users will be authenticated through log-in credentials and digital certificates, if available,

9.1.3.2 H-ETD users on Intranet will be routed to the core business applications through Application Proxy Firewall and authenticated using their log-in credentials

9.1.3.3 H-eCT core application and the e-Services hosted in de-militarized zones are segregated through a layer of security devices such as firewalls which are to be provided by the bidder.

9.1.4 Bidder should include all the components that are required to make the proposed solution complete.

9.1.5 The following is an indicative list of Components and Software that shall be provided as part of this tender.

9.1.5.1 Stateful Inspection Firewall

9.1.5.2 Application Proxy Firewall

9.1.5.3 Authentication Server

9.1.5.4 VPN Network

9.1.5.5 Network Based Intrusion Prevention System

9.1.5.6 Host based Intrusion Prevention System (HIPS)

9.2 Stateful Inspection Firewalls

9.2.1 The firewall should be capable of stateful inspection of the traffic which would track the state of all network communications.

9.2.2 The security requirements for the H-ETD should ensure that the Security policy of H-ETD is optimally implemented.

9.2.3 Bidder should ensure that the data behind the firewall is secure and any external or internal attacks are successfully thwarted.

9.2.4 Bidder is responsible for understanding the information security infrastructural requirements of the H-ETD platform and provide hardware/solutions as required to make the proposed solution complete.

9.2.5 The firewall should be certified/ or should be in process of evaluation for Common Criteria Evaluated Assurance Level 4 (EAL4)/ ICSA Labs Firewall 4.0 certification

9.2.6 The firewall must also support Simple Certificate Enrolment Protocol (SCEP)-based enrolment and manual enrolment with leading X.509 solutions from a leading Certificate Authority (CA) licensed by Controller of CA (CCA).

9.2.7 It should provide access-control capabilities with the ability to define custom applications and services.

9.2.8 It should have stateful Firewall failover capability with synchronized connection information and configurations.

9.2.9 The firewall must have the capability to support High Availability with both Active/Active and Active/passive HA configurations. The HA must have capabilities to synchronize firewall configurations as well as sessions. The firewall must be configured in HA mode.

9.2.10 The firewall must support Network Address Translation and Port Address translation and may have option to work in Layer-2 (Transparent) mode.

9.2.11 The firewall should be capable of running in the NAT, PAT and bridge modes.

9.2.12 The models of the firewalls proposed must have capability for logging and monitoring and must support Syslog, email, SNMP, standard and custom MIB etc.

9.2.13 Bidder should propose a set of dashboards for monitoring and managing the information security components and should also have interface with the change management, configuration management systems.

9.2.14 It should be rack mountable.

9.2.15 It should integrate with industry standard IDS/IPS.

9.2.16 It should support against all network and application level attacks ranging from malformed packet attacks to DoS attacks. The firewall must have capabilities to detect network attacks such as DOS, DDOS, Protocol Anomaly, fragmented attacks, replay attacks, IP spoofing, malformed packets, and other network attacks.

9.2.17 The firewall must provide an option for the traffic management and QOS.

9.2.18 It should have support for redundant AC or DC power supplies for improved platform resiliency.

9.2.19 It should be capable of hardware VPN acceleration.

9.2.20 It should support remote management mechanisms.

9.2.21 H-ETD needs minimum 2 stateful inspection firewalls and it should be from atleast 2 different vendors.

9.2.22 Bidder should configure and maintain the firewalls to continuously secure the network it protects. Bidder should follow the change management and configuration management processes at H-ETD to maintain the firewall.

9.3 Application Proxy Firewall

9.3.1 Bidder should provision firewalls with application proxy support for various protocols like HTTP, SMTP, FTP, SNMP, P2P, RTSP, ILS, and DNS etc.

9.3.2 Firewall should be capable of controlling streaming through MS, QuickTime or Real etc.

9.3.3 Bidder should provision minimum two firewalls with application proxy working in High Availability mode in addition to stateful Inspection firewalls as mentioned above.

9.3.4 Bidder should configure and maintain the application proxy firewalls to secure the network it protects.

9.3.5 The firewalls with application proxy capabilities must also have an integrated VPN module and capabilities to configure site-to-site or dialup-to-site VPNs.

9.4 Authentication Server

9.4.1 Bidder shall set up and maintain centralized management of authentication data, such as usernames and passwords through protocols such as RADIUS, TACACS+, Kerberos etc

9.4.2 The Authentication servers shall be sized by the bidder independently.

9.4.3 Bidder shall provide requisite licenses for all the system software required for the Authentication server including, but not limited to, Operating System, etc.

9.5 VPN Network

9.5.1 The VPN capability shall come as an integrated module in the firewalls serving as application proxy and shall support Site to Site and Remote Access VPN using IPSec technology.

9.5.2 It shall be able to support hub and spoke model.

9.5.3 It shall support Certificate / Radius / LDAP for authentication.

9.5.4 The VPN module shall be capable of creating site-to-site VPN with the industry standard routers and shall also support NAT-traversal functionalities.

9.5.5 It shall support authentication using X.509 certificates, Pre-shared keys, SCEP, RADIUS, CHAP/PAP etc.

9.5.6 It shall have traffic management and QoS feature.

9.5.7 It shall have/ or should be in process of evaluation for common certifications Common Criteria Evaluation Assurance Level (EAL) 4/ ICSA Labs Ipsec certification/ FIPS certification.

9.5.8 IPSec stateful failover shall provide fast and scalable network resiliency for VPN sessions between remote and central sites.

9.5.9 It shall have support for additional encryption hardware to offload load.

9.5.10 It shall be capable to support minimum 1000 tunnels.

9.5.11 The solutions shall provide protection against replays.

9.5.12 The VPN connection shall be based on the IPSec and shall provide end-to-end VPN connection.

9.5.13 The VPN connection shall be based on either the digital certificates using PKI negotiations or pre-shared keys (whichever is more secure) to create the Phase-I IPSEC VPN connection.

9.5.14 Bidder shall design the VPN configuration in order to provide secure connection over Internet which can thwart virus attacks, Warms and network related attacks.

9.5.15 Bidder shall assist the users in setting up the remote VPN client which is compatible with the VPN gateway of the remote installation.

9.5.16 Bidder shall also be responsible for the management of VPN connection and administration of the VPN module in the firewall.

9.5.17 The system shall be able to provide adequate throughput of the IPSec traffic. The throughput shall be dependent on the Sizing of the traffic

9.6 Network Based Intrusion Prevention System

Any attempts of intrusion over a network should be detected and logged into a database, (which will form the basis of reports generated) and further protect the Data Centre infrastructure. This would provide proactive information while the network is being compromised based on certain network patterns detected. The Network Based IPS should provide for functions including but not limited to the following:-

9.6.1 NIPS should be available as a comprehensive solution of hardware, software, licences etc.

9.6.2 Monitoring interfaces should operate at layer 2, thus requiring no IP address or network reconfiguration.

9.6.3 To get layered approach to security firewall and IPS should be of different brands.

9.6.4 NIPS should be available with redundant power supply

9.6.5 NIPS should be deployable in the following modes: Passive or IDS mode, Inline Protection

9.6.6 NIPS vendor should have its own original threat intelligence analysis center and is not overly dependent on information available in the public domain.

9.6.7 NIPS should detect and block all known, high risk exploits along with their underlying vulnerability (not just one exploit of that vulnerability).

9.6.8 NIPS should employ full seven-layer protocol analysis

9.6.9 NIPS should operate effectively and protect against high risk, high impact malicious traffic via default out of box configuration

9.6.10 NIPS should also do attack recognition inside IPv6 encapsulated packets

9.6.11 NIPS should do active blocking of traffic based on pre-defined rules to thwart attacks before any damage is done.

9.6.12 Allows full policy configuration and IPS sensor control via encrypted communications with remote management system.

9.6.13 NIPS should allow enable/disable each individual signature.

9.6.14 Filters traffic based on IP address or network range, protocol, and service in support of organizational security policy to allow/disallow specific types of activity between hosts.

9.6.15 Should protect against attacks like DoS/DDoS/

9.6.16 The various actions taken can range from blocking attacks in real time, dropping packets, packet logging etc.

9.6.17 Should support Active/Passive and Active/Active mode of deployment

9.6.18 HA solution should support High Protection that is should maintain state such that there is no gap in protection during failure of one of the appliances.

9.6.19 NIPS should fail open in case of power, software or hardware failure when deployed in stand alone mode.

9.6.20 The detailed specification parameters for the IPS system along with minimum requirements, wherever applicable, are provided in Annexure 3 - Technical Requirement Specifications respectively. Bidder is required to provide the specifications for the offered solution in this format as part of its bid

9.7 Host based Intrusion Prevention System (HIPS)

9.7.1 All critical servers should be enabled with Host based Intrusion Prevention System

9.7.2 The HIPS protect against the entire classes of attacks, including port scans, buffer overflows, Trojan horses, malformed packets, malicious HTML requests, and e-mail worms.

9.7.3 HIPS Should provide automated, real-time intrusion detection and should protect by analyzing the events, operating system logs and inbound/outbound network traffic on enterprise servers

9.7.4 There should be a separate Management Center for Server Security Agents which will provide all management functions for all agents in a centralized manner.

9.7.5 The HIPS should offer an enterprise-scalable architecture; the HIPS should be

9.7.6 scalable to thousands of agents per manager.

9.7.7 The HIPS should use the HTTP and SSL protocols for the management interface

9.7.8 and for the communication between the HIPS and management center. The HIPS should reside between the applications and the kernel, enabling maximum application visibility with minimal impact to the stability and performance of the underlying operating system.

9.7.9 When an application attempts an operation, the HIPS should check the operation against the application's security policy, making a real-time allow or deny decision on its continuation and determining if logging the request is appropriate.

9.7.10 By combining security policies implementing distributed firewall, operating system lockdown and integrity assurance, malicious mobile code protection, and audit event collection capabilities in default policies for servers, the HIPS should provide defense-in-depth protection for exposed systems.

9.7.11 Correlation should be performed both on the agent and on the Management Center console. Agent-based correlation should be supported. The Management Center for HIPS should provide all management functions for all HIPS agents in a centralized manner from the security management software (to be provided).

9.7.12 The HIPS should be supported at least on the following platforms:

- Microsoft Windows
- Solaris (SPARC)
- Red Hat Enterprise Linux
- SuSE Linux Server
- HP-UX
- AIX

9.7.13 The detailed specification parameters for the IPS system along with minimum requirements, wherever applicable, are provided in Annexure 3 - Technical Requirement Specifications respectively. Bidder is required to provide the specifications for the offered solution in this format as part of its bid.

9.8 Certificate Revocation List

9.8.1 Bidder will be responsible to provision and maintain certificate revocation list (CRL) server to check the validity of the digital signatures and revocate them for the stakeholders.

9.8.2 Bidder should work with certificate authorities to make the CRL server available in an off-line mode in order to revocate digital certificates when not connected to the primary CRL server.

9.8.3 Bidder should work with the certificate authorities to integrate the H-ETD application to provide two factor authentication and non-repudiation mechanisms using digital signatures.

9.8.4 Bidder should be responsible to update the CRL database in order to avoid risk of validating an expired certificate.

9.9 Business continuity

9.9.1 The DR site should have two Stateful inspection firewalls protecting it at the perimeter.

9.9.2 The DR site should have the anti-virus protection installed on all servers and other systems.

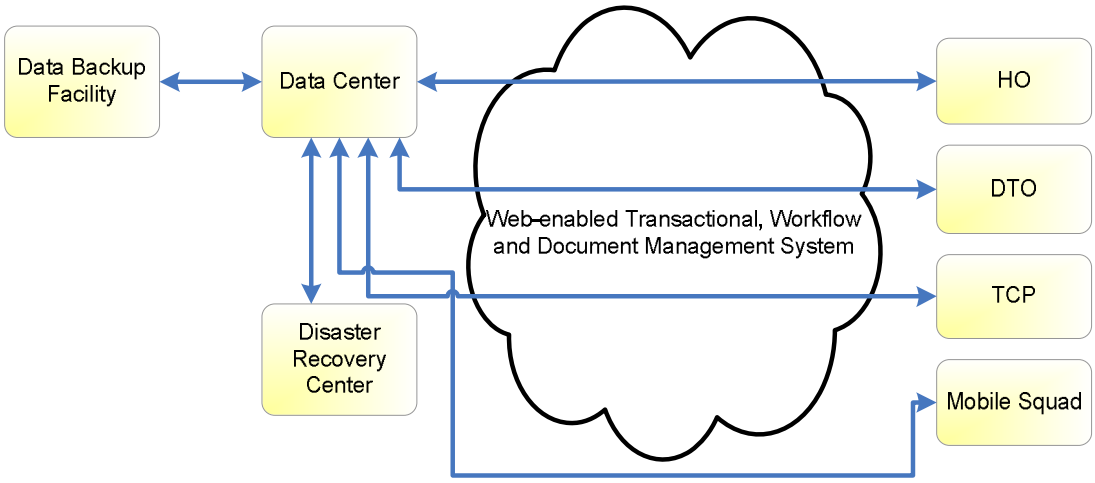
9.9.3 Periodic testing should be done to verify if the replication functionality is working as planned

10 Networking Infrastructure

10.1 Objectives and Requirements

10.1.1 Please refer to section "4.4.4 State Wide Area Network ('SWAN") and Network Operation Center ('NOC')" for details.

10.2 Network Connectivity



10.2.1 There are numerous internal flows between H-ETD officials and locations. To accommodate this movement of information, the H-ETD need to envisage using a Wide Area Network ('WAN') that will integrate systems. The infrastructure of the State Wide Area Network will be used for network connectivity within a state.

10.2.2 Between State Data Center and Disaster Recovery Center

10.2.2.1 The Bidder will be responsible for primary and secondary connectivity between data center and Disaster Recovery center. The discs at the DRC shall be mirrored copies replicated from the primary site in real time. The DR site shall contain disk with sufficient space to store a copy or snapshot of the operational system and its data.

10.2.2.2 24X7 reliable connectivity will be required between SDC and DRC to make sure that real-time backup of data is facilitated. Hence SDC will be required to be connected to DRC using dedicated primary and secondary leased lines of high capacity.

10.2.3 Between State Data Center / Disaster Recovery Center and Head Office / District ETD offices

10.2.3.1 Head Office and other ETD offices (Service tax offices, Excise offices, Joint Range Offices, Joint Appeal Offices and Sub- Offices sales Tax) are the

locations which cater to the taxation requirements of all the taxpayers of State of Haryana. The amount of transactions handled by HO and District ETD office requires dedicated connectivity with DC and DRC during the office hours. The HO and District ETD office to be connected to the SDC via SWAN as primary mode of connectivity. The Bidder will use SWAN MPLS connectivity for connection between DR and all H-ETD offices.

10.2.4 Between Data Center / Disaster Recovery Center and Tax Collection Points / Mobile squads

10.2.4.1 The bidder will be responsible for the connectivity of Tax collection point/mobile squad from Data center and disaster recovery center

10.2.4.2 The Tax Collections Points and mobile squads will be given hand held devices and bidder will be responsible for connectivity

11 Implementation and Rollout

11.1 Overview

11.1.1 Bidder should provide services for installation, commissioning, integration and rollout of the solution at the H-ETD.

11.1.2 Bidder should plan rollout of solutions in phases. The indicative phase-wise rollout plan is mentioned in Annexure A to this section.

11.1.3 The services including, but not limited to the following should be provided

11.1.3.1 Planning and Scheduling for installation and commissioning of hardware and equipment.

11.1.3.2 Installation and commissioning of hardware and equipment.

11.1.3.3 Configuration and tuning of all the installed equipment and software.

11.1.3.4 Integration and testing of installed systems / subsystems / equipment / Software.

11.1.3.5 Co-ordination and troubleshooting with existing vendors to ensure that the solution is properly configured.

11.1.3.6 Planning and Implementation of migration of legacy data from existing database to the target database.

11.1.3.7 Ensure that all the solutions are properly rolled out.

11.1.4 Bidder will be responsible for the generation and submission of necessary documentation required during various stages viz. Planning, Installation, Commissioning and Rollout. Prior approval of H-ETD is required on all such documentation before commencement of activity.

11.1.5 Bidder will be responsible for the installation of the equipment supplied, commissioning of the infrastructure, integration of the infrastructure with network, installation of system software and other related software and assistance and coordination to/with other vendors/entities to ensure proper rollout of the application.

11.1.6 Bidder should document the baseline configurations for all equipment and get it approved from H-ETD prior to commencement of installation. Bidder should develop and implement a system to maintain these configurations and ensure adequate controls for change management process on an ongoing basis.

11.1.7 The solution would be considered acceptable only after the conditions of this tender are completely met to the satisfaction of H-ETD.

11.1.8 Bidder should be responsible for co-ordination with all the vendors, troubleshooting, addressing borderline issues, coordinating with users at H-ETD, to ensure successful rollout of the solution.

11.1.9 H-ETD would provide necessary space and basic utilities infrastructure at its office location for Bidder resources. However H-ETD will not provide for any Desktops, Printers, Stationary

and other consumables etc. required by the Bidder resources for providing services under this contract.

11.1.10 The following services at the minimum should be provided by Bidder under 'Implementation and Rollout':

11.1.10.1 Project Planning and Monitoring

11.1.10.2 Requirement Validation

11.1.10.3 Preparation of Core Database design

11.1.10.4 Software Development, Customization, Rollout for Applications

11.1.10.5 Installation, Commissioning and Rollout of Hardware

11.1.10.6 Integration of Network (WAN, LAN and Internet)

11.2 Project Planning and Monitoring

11.2.1 Within 15 calendar days of the effective date of the Contract, Bidder will be required to:

11.2.1.1 Finalize the Project Charter in order to determine and agree on the project expectations, ground rules, work plan, communication matrix, timelines, Quality Plan, Configuration Management Plan etc:

- **Project Quality Plan** should document specific process elements and the quality actions that the project intends to implement. This should include the derivation of quality goals, standards followed, schedule of quality assurance activities in the project, defect control, correction and preventive methodology, handling process deviations.
- **Configuration Management Plan** should contain procedures to be implemented for managing the configuration of the software solution to be produced by the project. In this plan, Bidder should identify configuration items, responsibilities of configuration controller, access restrictions, directory structure needed for configuration management, procedure for change control, method of tracking the status of configuration items, backup procedure, configuration audits, release management, archival procedure, procedure for version / revision numbering.

11.2.2 Bidder's Project Manager should prepare a detailed project plan (as part of the Project Charter) clearly specifying the tasks, the dependency among the tasks, the duration to perform the tasks, the resources allocated to perform the tasks, the scheduled start and finish dates for the task. This project plan should also clearly mention the various project milestones and project deliverable schedules. The Project Manager should also prepare a

detailed register of project related risks with details such as Probability of Occurrence of the Risk Factor, Severity of the Risk Factor, Risk Rating, Risk mitigation plan, etc.

11.2.3 The detailed project plan should be internally reviewed for completeness and correctness by Bidder and subsequently delivered to H-ETD for its review and acceptance. The mutually agreed Project Plan will form the basis for regular project monitoring.

11.2.4 Bidder should revise the project plan to incorporate changes due to requirement changes, delay in approvals, etc., if any, and submit the revised project plan to H-ETD.

11.2.5 Bidder should hold **fortnightly review meetings** with H-ETD providing **detailed report on the progress of the project (Project Progress Report)** clearly highlighting the activities completed in the reporting period, activities planned for the next reporting period, deviations from the planned dates, issues / concerns affecting the project progress, impact on the overall project timelines, project related risks with their mitigation plans.

11.2.6 Bidder should monitor the quality of the solution being developed in line with the **project quality plan**. Bidder's Project Manager should periodically review the performance of the project against defined quality goals and take necessary actions for any deviations.

11.2.7 Bidder should ensure proper configuration management functions are being performed as per the **configuration management plan**. Bidder's Project Manager should review the activities periodically.

11.2.8 Bidder's independent quality assurance team should conduct regular reviews / audits of the project and ensure that the project adheres to the project plan documents.

11.3 Requirement Validation

11.3.1 Functional requirements covered under various solution areas have been identified from business process and other documents designed during this project.

11.3.2 Bidder should understand the business processes and other related documents and seek clarifications from H-ETD, if any. Bidder should then take a hand over of these documents from H-ETD.

11.3.3 If found necessary to modify the designed processes and other documents for successful implementation, the same should be discussed and the relevant documents should be modified as and when required during the project implementation.

11.4 Preparation of Core Database design

11.4.1 Bidder should design the Logical Data Model of the Core Database based on the understanding of the information needs of H-ETD and existing information items. The Logical Data Model should include the definition of data structure or schema diagram and data

dictionaries and metadata developed explaining specific entities, relationships and dimensions identified as a part of the Logical Data Model.

11.4.2 The Logical Data Model should address the multiple needs of H-ETD in terms of:

11.4.2.1 Retaining a copy of the information content captured as-is.

11.4.2.2 Arranging the data in the manner that facilitates easy analysis

11.4.3 Bidder should finalize the Logical Data Model after internal review for completeness and correctness before submitting it to H-ETD for review and acceptance.

11.4.4 H-ETD would review the Logical Data Model and provide necessary acceptance and approval. Any modifications / corrections suggested by H-ETD should be incorporated by Bidder and re-submit for its acceptance and approval.

11.4.5 The approved Logical Data Model should be maintained by H-ETD under version control and any subsequent changes in the Logical Data Model during the course of software development across various SSAs are required to be formally approved by H-ETD and a change history be maintained.

11.5 Software Development, Customization, Rollout for Applications

11.5.1 Guidelines for Software Development and Testing:

11.5.1.1 Bidder should carry out development and customization of all the proposed solutions from its own premises using its own infrastructure including but not limited to servers, storage, networking, software licenses, automated testing tools etc.

11.5.1.2 Bidder should implement quality standards like CMM/ CMMi Level 5 for the entire life cycle of the project. The quality process should include adequate processes for coding, change management, defect tracking, testing, review and other software development life-cycle processes.

11.5.1.3 Bidder should ensure that the solutions proposed be integrated based on open standards, ensure loose coupling and interoperability, preferably supporting SOA and Web Services principles.

11.5.1.4 The custom developed software solutions proposed should be developed /built in technologies as specified in the respective Solution Areas.

11.5.1.5 Bidder should carry out the software development / customization using a robust Application Development Framework / tool with the following features:

- Should offer consistent and end-to-end visual development experience.
- Should provide wizards and tools to simplify development, enable development & maintenance easier and faster and promote code reuse.

- Should have features of drag and drop ease of use to enhance productivity of the development team and thereby reduce the development life cycle time.
- Should ensure overall quality of the application being developed & maintained.
- Should ensure consistent coding practices. Preferably have an auditing feature to ensure adherence to rules and metrics that define programming standards. (Promote readable and maintainable code
- Should provide a single environment to model, test, debug, tune, maintain, deploy and version all of the layers of application.
- Should be compatible with the target production environment.
- Should support rapid application development features such as:
  - Visual editor for HTML, XML, JSP, ASP, etc. pages to design application' web pages interactively
  - Help developers see all of their application sources in a uniform package organization and simplify the view of components to improve usability for large application projects
- Should integrate with popular source control solutions such as Visual SourceSafe, PVCS, etc.
- Should support Web 2.0, SOA, Web Services
- Should preferably support BPMN/BPEL standards.
- Application built should work with proposed databases

11.5.1.6 Bidder should independently identify the development methodology along with specifying the applications that would be based on business process management ('BPM') platform and the applications that would be based on the traditional software development methodologies.

11.5.1.7 All deliverables whether draft or final should be delivered after due quality verification. In case any of the deliverables is found to be deficient in its contents, H-ETD should have the right to summarily reject the deliverable and ask for the second draft of the same deliverable and the second draft document should be treated as a fresh delivery for approval.

11.5.1.8 The following sections describe the development activities to be performed by Bidder.

11.5.2 **Development activities for applications**

11.5.2.1 As part of this development activity, Bidder should carry out the following:

- Software Requirement Analysis and Specification
- Software Design specifications,
- Build Stage – Coding and Unit Testing

11.5.2.2 Software Requirement Analysis and Specification:

- Software Requirement Analysis and specification is a key stage in the project and recognizing its pivotal role in the subsequent phases, sufficient time will be provided to the bidder to capture the requirements accurately.
- Bidder should understand the processes and other related documents and seek clarifications from H-ETD, if any. Bidder should then take a hand over of these documents from H-ETD.
- If found necessary to modify the designed processes and other documents for successful implementation, the same should be discussed and the relevant documents should be modified as and when required during the project implementation.
- Bidder shall interact with H-ETD project team to gather requirements. It is expected that Bidder gathers requirements through structured questionnaires, focused interviews with user groups.
- On gathering the requirements, Bidder shall analyze these requirements to ensure the requirements are complete, accurate, consistent and unambiguous.
- After the analysis, Bidder shall prepare software requirement specification (SRS) document. SRS shall contain the objectives and scope of the system, the various levels of requirements. Unresolved issues shall also be included in this document. User Role wise mapping to the various business functions with details regarding their access rights (insert / update / delete / view etc.) shall also be included in this document. Acceptance Criteria shall also be included explicitly promoting clear understanding with the end user about what the end user considers acceptable.
- Bidder shall, as part of development of SRS, develop a system prototype to capture and demonstrate the end user requirements in the form of screens and outputs. The prototype shall be enhanced continuously during the development of SRS and SDD specifications. The same shall be hosted on internal network to be accessible by H-ETD's users from various locations. It shall be ensured that the required environment to develop and host the prototype is procured early in the project.

- The prototype shall have the user access management configured for a 'control group' of users of H-ETD wide during the time of SRS and prototype enhancement.
- The Prototype shall also act as tool for preliminary orientation of the end users in familiarizing with the system that is being implemented. This is also to aid user training and change management.
- The SRS document shall be reviewed and approved by H-ETD

11.5.2.3 Software Design Specifications

- In this phase, Bidder should develop a logical view of the solution to meet the user requirements. This logical view should consist - the functional architecture of the application and the changes/new database design. Bidder should also define standards for coding, documentation, user interfaces, etc., if the same is not already defined.
- Bidder should document the high level design as System Design Document (SDD) consisting of project standards, the functional design and the database design.
- The SDD document should be reviewed and approved by H-ETD.

11.5.2.4 Build Stage

- Bidder should carryout Detailed Design (Low Level Design), Coding and Unit Testing phases. The following sections explain the scope of each phase Bidder is expected to perform.
    - Detailed Design (Low Level Design)
        - Bidder should break down the high level design into modules and programs. For every program, a unit test plan should be created. Bidder should also identify common routines, programs, utilities and tools for productivity improvement.
        - In this phase, high level design document is the main input whereas the program specifications and unit test plans are the key outputs.
        - If data has to be migrated from some existing applications, then Bidder should identify data migration programs that need to be developed and tested. Without them, programs for the current application cannot be tested properly, so it is important that Bidder should develop and test them early.
    - Coding and Unit Testing

- In this phase, the physical database design document, project standards, program specifications are the key inputs. The outputs for this phase include the test data, source code, executables and the unit test report.
- During code, programmer should translate the program specifications into the selected programming language to create source code and executables. Bidder should ensure that the code is independently reviewed.
- The programmer, who has developed the program, should undertake unit testing using the unit test plan prepared during detailed design phase. The defects found in this testing should be logged and the programmer should remove the identified defects.
- Bidder should maintain all the unit test logs and defect statistics and provide the same to H-ETD, if desired.

11.5.3 **Testing Stage**

11.5.3.1 Under the Testing stage, Bidder should carryout Integration Planning & Testing as well as System Test Planning & Testing phases. The following sections explain the scope of each phase Bidder is expected to perform.

11.5.3.2 Integration Planning & Testing

- The inputs for this phase consist of high level design documents and the unit tested programs. The outputs from this phase consist of integration test plan, and integration test report.
- Bidder should identify the critical modules to be integrated, identify order of integration and identify interfaces to be tested.
- Along with planning for system integration, Bidder should develop integration test cases and include these in integration test plan.
- Bidder should ensure that integration planning is done in parallel with the build phase.
- Once the build phase is completed, Bidder should undertake the actual integration activity as per the integration test plan. Subsequently, integration testing should be carried out as per the plan, log all defects found and should ensure these defects are rectified and re-tested.
- Bidder should maintain the integration test plan along with test results & defect statistics and provide the same to H-ETD, if desired so.

11.5.3.3 System Test Planning & Testing

- Bidder should plan out a series of different tests, each test having a different purpose, to verify that all system elements have been properly integrated and that the system performs all its functions and satisfies all its non-functional requirements.
- The inputs for this phase consist of the requirement specification document (SRS) and the initial system test plans where as the outputs consist of system test plan and test results.
- As part of system test planning, Bidder should identify features that should be tested and features that need not be tested.
- On successful completion of the Integration testing, Bidder should carry out the actual system testing as per the system test plan.
- Bidder should ensure that system testing is carried out by an independent team within Bidder other than the development team. Bidder should setup a separate test environment with test database to carry out system testing.
- As part of the system testing, Bidder should carry out Performance testing of the application to ensure that the application meets the performance requirements identified in the SRS.
- Bidder should maintain the system test plan and test results with defect statistics and provide the same to H-ETD.

11.5.4 Performance and Load testing

11.5.4.1 As part of performance and load testing, the bidder will be required to stimulate the testing environment using the appropriate tools in its own environment

11.5.4.2 Under controlled environment, by applying pressure/stress on a system, response and speed of the system needs to be evaluated to match the SLAs

11.5.4.3 In this testing, following methods required to be executed:

- A constant work load is applied to a system and its performance is measured over a long period of time
- Differential work load is applied for a short limited period

11.5.4.4 Entire functionality of the system needs to undergo load and performance testing before User Acceptance Testing and Go-Live

11.5.4.5 Bidder will be required to provide appropriate testing tools to conduct performance and load testing

11.5.4.6 Bidder should maintain the test plan and test results with defect statistics and provide the same to H-ETD.

11.5.5 User Acceptance Testing

11.5.5.1 User Acceptance consists of formal testing conducted by the end user group according to the acceptance test plan and analysis of the test results to determine whether the system satisfies its acceptance criteria.

11.5.5.2 Bidder should prepare a plan to coordinate the User Acceptance activity.

11.5.5.3 The UAT will include complete functional testing. In addition the system stability in a Cloud environment is proven through a variable load test for a period of at least one week

11.5.5.4 Bidder should prepare a software release note that contains stepwise instructions for the H-ETD on how to install the software. The instructions should include information on creating the directory structures, installing source and executables, loading data needed for installation and so on.

11.5.5.5 The primary responsibility for acceptance testing lies with the end user group and H-ETD would coordinate with Bidder to ensure necessary support is available to the end user group.

11.5.5.6 End user group should document the test cases / scenarios to ensure that the defined acceptance criteria are validated during the acceptance testing.

11.5.5.7 Bidder should provide the necessary infrastructure like servers, storage, network connectivity, database licenses, development and run-time licenses for solutions proposed, etc. for the UAT environment. Bidder should set up the test environment along with installation of the software and test data creation. Bidder should be responsible for ensuring appropriate OS, Database versions and patches are installed on the respective servers in this environment. Any problems encountered during the installation should be documented by Bidder and the installation manual should be updated accordingly.

11.5.5.8 Bidder should provide support to document the User Acceptance Test Results along with Defects Statistics. Bidder should ensure that defects found are corrected and is retested by the end user group.

11.5.5.9 On successful completion of User Acceptance Testing, Bidder should obtain a formal acceptance sign-off from H-ETD

11.5.6 Implementation

11.5.6.1 Bidder, in coordination with H-ETD, should prepare a detailed Implementation Plan that should include activities such as User Training, Data Migration / Population and Application Rollout. Bidder should also carry out activities to prepare documentations.

11.5.6.2 Documentation

- Bidder should develop manuals such as User Manuals, Training Manuals, FAQ & Trouble Shooting Guide, etc. as agreed upon with H-ETD.
- Bidder should ensure that the documentation is in line with the defined documentation standards.
- Bidder should use tools for creation of Help documents, User manuals etc that minimize the documentation and change efforts.

11.5.6.3 Training

- As per the User Training Plan, Bidder should prepare the Training Manuals and submit the same to H-ETD for review and approval.
- Bidder should ensure necessary environment setup, data creation to conduct end user training. H-ETD should provide the necessary infrastructure to conduct the end user training.
- Bidder should conduct the end user training and ensure that the training module covers all the business transactions expected to be carried out using this application.
- While the end user training is conducted, Bidder should plan about migration of data from existing applications and / or manual sources, if any.

11.5.6.4 Bidder, in coordination with H-ETD, should prepare setting up the production environment, installation of the application in the production environment, creation of application database, creation of application user profiles, loading the legacy data, etc.

11.5.6.5 Bidder should rollout the application. Bidder should coordinate with H-ETD to resolve any problems encountered after rollout. All post implementation issues should be documented and the necessary fixes / resolutions would be implemented by Bidder.

11.5.6.6 Bidder should ensure necessary support is provided to resolve defects. Bidder should document the defects / bugs encountered during this phase as well as

document the resolution of the same. Bidder should also prepare and maintain a database of Consolidated List of Common Errors & their Resolution.

11.5.7 Requirements Change Management

11.5.7.1 Bidder in consultation with H-ETD should define a formal process to manage the requirements changes.

11.5.7.2 H-ETD should be responsible to collect the change requests initiated by user-groups, assess the need to implement the suggested changes, take necessary approvals to implement the suggested changes. H-ETD should forward the approved change requests to Bidder.

11.5.7.3 Bidder should maintain a change request log to keep track of the change requests. Each entry in the log should contain a Change Request Number, a brief description of the change, the effect of the change, the status of the change request, and the key dates.

11.5.7.4 Bidder should assess the effect of the change by performing impact analysis.

11.5.7.5 Bidder should maintain the change request log with updated information and provide the same to H-ETD as and when desired.

11.6 Installation, Commissioning and Rollout of Hardware

11.6.1 Installation and Commissioning for all servers

11.6.1.1 Bidder along with H-ETD should undertake pre-installation planning at all the locations including H-ETD office locations, SDC and DR site but not limited to rack planning, structured cabling, power points, check on utility services, environmental conditions, etc.

11.6.1.2 Delivery, Installation and commissioning of the hardware servers and related equipment in the SDC and DR sites should be carried out by Bidder.

11.6.1.3 The plan and layout design for the placement of equipment in the provisioned datacenter is required to be carried out by Bidder.

11.6.1.4 The plan and layout design should be developed in a manner so as to optimally and efficiently use the resources and facilities available or being provisioned at the datacenter viz. space, racks, power, air-conditioning, cabling, etc.

11.6.1.5 The plan and design documents thus developed should be submitted to H-ETD for approval and the acceptance should be obtained prior to commencement of installation.

11.6.1.6 Bidder should carry out installation of equipment in accordance with plans and layout design as approved by the H-ETD.

11.6.1.7 Installation and configuration of the software including, but not limited to, Operating System (OS), System software, , etc. on the servers would be responsibility of Bidder. Bidder should also tune parameters for optimal performance of the OS.

11.6.1.8 Bidder should undertake necessary changes to harden the OS to prevent against malicious and unwarranted attacks.

11.6.1.9 The tuning of appropriate parameters in the application, database etc. software to ensure optimal performance should also be undertaken.

11.6.1.10 Bidder should undertake Installation and configuration of clustering software wherever provisioned.

11.6.2 Storage Installation and Configuration

11.6.2.1 Bidder should undertake study of the application environment in order to plan for an integrated storage infrastructure based on SAN. The zoning, LUN and volume creation should be decided based on the characteristics of the applications required by H-ETD.

11.6.2.2 Bidder should develop an implementation plan, installation and configuration of the storage infrastructure, including but not limited to configuration of disk arrays, switches, routers, fibre channel, tape library, disk library and other solution components to implement the overall solution.

11.6.2.3 It is expected that Bidder will draw knowledge from industry best practices and his experiences to develop a storage architecture that is best suited for the H-ETD and document the blueprint for a cohesive architecture, prior approval for which should be obtained from the H-ETD before actual implementation.

11.6.2.4 The deployment of the disk storage should consists of tasks, including, but not limited to, installation and configuration of SAN design, creation and configuration volumes, LUN, RAID storage sets, assisting in migration of data and undertake tuning exercise to optimize performance of the solution.

11.6.2.5 The storage architecture should include appropriate use of Tape Library to set the backup process. Bidder should adhere to archival and backup policy to determine the optimal configurations of tape libraries and backup software.

11.6.2.6 Bidder may be required to assist H-ETD personnel in undertaking installation and configuration of backup servers and integration of the tape and disk

libraries with backup software in order to set the archival and backup process in accordance with the ISPP of the H-ETD.

11.6.2.7 Bidder should undertake installation and configuration of services for replication software, including, but not limited to, configuration checks, installation, integration with the replication router and IP network.

11.6.2.8 Bidder should address key design and architecture issues of maintaining copies of data at datacenters through effective management of data replication strategies, failover, and fallback strategies in order to achieve fast, predictable recovery times

11.7 Local Area Network:

11.7.1 The establishment of LAN at all H-ETD Locations with structured cabling (OEM certified for minimum 10 years) for connecting all nodes using CAT-6 will be the responsibility of the Bidder.

11.7.2 Bidder will develop detailed design and configuration of the LAN including, but not limited to, IP addressing scheme, physical cabling, router/switch configuration, V-LAN configuration, load balancing configuration, and fail over mechanism.

11.7.3 A wired 100 Mbps/1Gbps Ethernet LAN shall be set up connecting all the Desktops/Laptops, Servers and Printers at the H-ETD LAN.

11.7.4 Bidder should provide LAN connectivity in a manner such that 100 Mbps dedicated throughput is available to each LAN port

11.7.5 In case multiple switches are proposed at a particular location, the backbone connectivity between switches should be on Gigabit throughput.

11.7.6 Low-level design and configuration of the LAN and WAN including, but not limited to, IP addressing scheme, physical cabling, router/switch configuration, V-LAN configuration, load balancing configuration, and fail over mechanism to be provided by the Bidder.

11.7.7 All Desktops/Laptops in the Local Area Network at all locations should be connected to the external network using a router.

11.7.8 Bidder is required to carry out survey for each site to study the exact requirements for setting up of LAN. Purpose of this exercise will be to understand the site layout & user's network requirements. H-ETD will do the necessary coordination required to carry out this activity.

11.7.9 Bidder should plan for structured cabling for setting up Local Area Network. The structured LAN cabling should be OEM certified for minimum 10 years. Bidder may offer OEM certification of more than 10 years as well. Structured cabling should be done to meet the LAN requirements, and should not impact the availability & performance of the network, due to reasons including interference, Electro Magnetic Interference, Radio Interference, etc. and

should meet the service levels defined in the RFP. Wherever required, the bidder is to use Shielded Twisted Pair ('STP') cabling.

11.7.10 Bidder has to factor in the environmental conditions of the H-ETD offices while proposing the structured cabling.

11.7.11 On completion of network deployment activity, Bidder needs to submit the necessary documentation as follows

11.7.11.1 LAN design - Address total LAN node requirement (e.g. conduct survey & prepare list of nodes locations within the rooms), modular with provision for easy additions, meet all the networking requirements, capable for data, use latest Gigabit fibre technologies for backbone & edge.

11.7.11.2 Engineering - should prepare LAN IP addressing scheme, proxy & antivirus requirements, create in building VLAN for segregation between users, address all the LAN security issues, list civil & electrical requirement for Server room & active devices, list power requirements, fire safety, Bill of material of LAN active devices .

11.7.11.3 Structured cabling installation - cable routing on building blueprint / plan with scales & distances , integration of existing cabling infrastructure if required, identification of existing cable risers and equipment closets to be used, labeling plan for cabling infrastructure, marking & identification of entire LAN infrastructure , creation of separate cable trays / pathways / raceways if required , documentation required to be handed to building administration for safe keep of cabling infrastructure, Bill of material of LAN passive devices.

11.7.11.4 Commissioning , testing & documentation for maintenance – strategy for phased wise installation & commissioning of LAN , Testing & certification of LAN components & cabling infrastructure, tools & manuals required for maintenance, suggest list items to stocked as spares for immediate fault rectification , schedules for periodic onsite maintenance of items / servers .

12 Training & Change Management

12.1 To make the e-Governance initiative a success, various training & change management programs are to be arranged by the selected Bidder from time to time depending on the requirement and understanding of the staff at the Department. The details of the types of Training and the mode of its delivery have been described below.

12.2 Preparation of Training Plan

12.2.1 Bidder would prepare the detailed Training plan which will cover at least the below mentioned Training programs and submit to the department as per the project timelines as provided in Annexure A of this section

12.2.2 Bidder would prepare the list of topics to be covered under various Training programs as part of training plan

12.2.3 Get approval of the Department on the Final Training topics and plan and implement the approved training topics

12.3 Preparation of Training Material

12.3.1 Bidder shall prepare the solution specific Training Manuals for each Tax function/ module and submit the same to department for review and approval. The Training Manuals etc shall be provided in both English and Hindi

12.3.2 Bidder shall prepare interactive Online Training Module for the applications and handheld device. Interactive modules should be available in English as well as Hindi. It should be accessible to all the users of department based on their requirement on the web portal.

12.3.3 Bidder is required to prepare Training material for participants of every type of Training which is to be delivered (mentioned below)

12.3.4 Bidder shall update the Training Manuals, procedures manual, deployment/Installation guides etc to reflect the latest changes to the solutions implemented

12.3.5 Bidder shall obtain approval of the Department on the Training content at least 1 week before delivery of the Training program.

12.3.6 Hard copy of Training material to be provided to the participants during the Training session while soft copy is to be uploaded in the Departmental portal.

12.3.7 Bidder would be required to provide training videos / Computer Based Training ('CBT') material to H-ETD which can later on be used by H-ETD to train other trainees on its own.

12.4 Training Delivery

12.4.1 Bidder shall ensure necessary environment setup, data creation to conduct end user training. Department shall provide the necessary infrastructure such as training classrooms to conduct the end user training. The training environment that is different from the production environment shall be used for conducting the training sessions.

12.4.2 Training centre would be at Head Office, Panchkula and HIPA, Gurgaon

12.4.3 Based on the identified education and training needs, bidder should provide efficient delivery mechanisms and trainers. Bidder should appoint trainers and organize training sessions on a timely basis and ensure that the attendance and performance evaluations are recorded.

12.5 Orientation Session for external stakeholders

12.5.1 Bidder would be required to plan for the orientation session for the external stakeholders to give them detailed description of the application and its advantages

12.5.2 Bidder needs to plan for the orientation sessions in conjunction with the Department personnel

12.5.3 Currently it is envisaged to hold at least two sessions per range post implementation of the application

12.6 Change Management Plan

12.6.1 To lower the resistance from the internal staff members, Bidder would be required to plan for change management activity plan for the H-ETD personnel

12.6.2 Plan would be finalized after discussions with the Department

12.6.3 Change management shall include sessions / activities such as:

12.6.3.1 Prepare effective communication plan and coaching plan

12.6.3.2 Organization competency for change

12.6.3.3 Overview and benefits of the application for the stakeholders

12.6.3.4 Prepare change management team with change champions

12.6.3.5 Diagnosing gaps and managing resistance from the staff members

12.7 Feedback Collection

12.7.1 Bidder shall design suitable paper-based or practical tests for assessment of the trained participants especially on the use of Application, IT infrastructure, basic troubleshooting etc. The Bidder will have to get the same approved from the Department

12.7.2 Use various predefined Forms for gathering feedback regarding the satisfaction of trained participants. The feedback should focus on relevance of course content / coverage, quality of presentation, quality of training material provided, relevant examples / practice sessions, quality of faculty, administrative arrangements done for the training etc

12.7.3 Bidder should use the feedback to improve the training materials and mode of training

12.7.4 Performance of bidder during these trainings should be assessed based on the trainee feedback collected for each training course. Bidder should design the trainee feedback template in consultation with H-ETD. Bidder should provide, collect and collate the trainee feedback and submit the Trainee Feedback Report to H-ETD. Individual trainee feedback should also be submitted as part of this report.

12.8 Report Generation

12.8.1 Detailed report regarding each training session (for e.g. participants, attendance levels, date of training, location of training etc.) is to be maintained in the system. The same to be made accessible to the authorized officers within the Department.

12.8.2 Exact Reporting formats will be decided and agreed upon by the Department with the selected Bidder

12.9 Training Infrastructure

12.9.1 All Training Equipments and accessories needed for the delivery of Training (e.g. projector, white board, stationery etc.) and other IT infrastructure and networks etc as deemed necessary by the bidder for delivery of training and achievement of the specified SLAs will be have to be provisioned by the bidder.

12.9.2 The training for the Application, Basic Computer Skills should be hands-on, with each participant to have access to the following:

- One Computer per participant
- One Training tool kit/handout/training material kit per person

12.10 Other Arrangements

12.10.1 Bidder will also be required to provision for any Travel/ Boarding / Lodging arrangements for the Trainers, its own and supporting staff at no additional cost.

12.11 Periodical Workshops & Trainings

12.11.1 Every time the Application undergoes a significant change (addition of new module, new process etc), the bidder will be required to train all staff affected by the change. For all enhancements/ amendments made to the application (major / minor), the Bidder will be required to provide the updated /revised user manual and online help to all users affected by the change.

12.11.2 Such training will have to be conducted at least by the time such a change goes live

12.11.3 Such training will have to be conducted at all relevant departmental locations.

12.11.4 Periodical workshops for revising the course content of the trained staff members would be useful

12.12 Reinforcement Training

12.12.1 The bidder is responsible for conducting training for additional staff recruited by the Department on the on-going basis.

12.13 Details of Training Program

12.13.1 Following minimum training sessions needs to be covered:

Sr. No.	User Group	Type of training	Number of sessions

Sr. No.	User Group	Type of training	Number of sessions
1.	**Executive Leadership** - ETC, Additional ETC, Joint Commissioners, Deputy Commissioners and Assistant Commissioners	Executive awareness, change management Workshops and Seminars. Training should cover but not limited to: Soft skill development, Preparing action plans, Project monitoring w.r.t. milestones set and Vendor Management	1 monthly session during implementation period at Head Office
2.	**All Departmental Employees from Record Keeper and above**	Sensitization towards e-governance, The initiative underway, Roadmap for the project, The impact and benefits envisaged etc	At least 3 sessions of 1 day per batch in each location (23 Districts and 1 HQ) Within 1 month from Date of Signing of Contract with the Selected Bidder
3.	**Train the trainer**	Hands-on training to understand usage of all the features of the proposed products suite	5 training workshop of minimum 5 working days for maximum 15 people per workshop at Head Office
4.	**Reporting users** (Record Keeper and above)	• Training on new Tax application • Training to all Field Staff on all handheld device modules 1. Extensive hands-on training on computer awareness 2. Basics of hardware/ Networks 3. Basics of trouble shooting 4. Internet, email and Office applications.	4 training workshops each year during contract period for minimum 2 working days for maximum 25 people per workshop at Head Office

Sr. No.	User Group	Type of training	Number of sessions
5	**Administrators** (Department nominated staff who will handle the technical aspects, IT infrastructure required for the working of the software application)	The key technology resources within the department will have to be trained on specialized technology skill like • Database management • Network and server management • Troubleshooting etc. There will be an yearly refresher course by the Bidder	2 training workshop of minimum 5 working days for maximum 10 people per workshop at Head Office
6	**H-ETD – all staff members**	Computer basics including Office Suite and Internet	Number of 2 day training sessions as required for training of all staff members in batch size of 25 people

13 Managed Services

13.1 SMS and Mail Service

13.1.1 Description of the Managed Services

13.1.1.1 Department would send intimation to the taxpayer through SMS and email to the registered mobile number and email id respectively of the taxpayer

13.1.1.2 Illustratively following intimations would be send to the taxpayer through SMS as well as e-Mail:

a. Registration / Amendment / Cancellation confirmation

b. Reminders about due date of return filing

c. Confirmation of any payment made to the Department

d. Reminder / update about the notices sent to the taxpayer

e. Any news / update / announcement by the Department

f. Intimation about permit and pass in Excise Duty

g. In case of online submission of D3, unique D3 number

h. Bid opening details for Excise vends

i. Unregistered PGT dealers based on the information received from State Transport department

13.1.1.3 Taxpayer should also be able to retrieve the information from SMS Gateway. This information would illustratively include

a. Verify TIN details

b. Status of pending refund

c. Status of registration / amendment / cancellation application

13.1.1.4 Log of all the SMS and emails sent to the taxpayer should be maintained by the system

13.1.1.5 Bidder should build capabilities to link to the SMS Gateway hosted by third party including -

a. The Bidder should develop an EAPI (Electronic Application Programming Interface) that allows the Department to SMS-enable the desired applications.

b. The EAPI should be able to interface with a Web–SMS service that can be used to alert users about the arrival of notices, reminders about due dates of filing returns etc.

c. The EAPI should be able to provide automatic notification and message delivery status.

d. The EAPI should be based on simple HTTP requests and also support any two of the following protocols-

- HTTP/S API
- SMTP [E-mail to SMS] API
- SMPP API
- XML API
- FTP API
- COM Object API

e. EAPI should enable the submission of simple query parameters.

f. EAPI should be configured to dispatch that message to a script running on an HTTP server, to a local executable program, or local script or batch file.

g. The API should be tested and secured against vulnerabilities and Security flaws. The API should be compliant with OWASP guidelines.

1.1.2 **Functional Requirements**

a. Please refer to "H-ETD Annexure 2 - Functional Requirement Specifications - Others" for detailed functional requirements

13.2 Payment Gateway

13.2.1 Description of the Managed Services

13.2.1.1 Bidder is expected to enable Payment Gateway including a secure site page using industry-standard encryption technologies like Secure Socket Layers (SSL) to handle the backend communications and transactions, contacting the bank and reporting back on the results

13.2.1.2 Payment gateway would enable payment receipts for various payments like registration fees, license fees, arrear, penalty etc. The payment gateway would enable the collection these receipts and credit the same to Department's bank account

13.2.1.3 The brief e-Payment process is described below:

- For e-Payment, the Challan for payment will be filled online in the e-Tax Payment Portal.
- The portal after verification of the validity of taxpayer credentials will redirect the taxpayer to the e-Payment portal of the banks.
- The banks after authentication of the account holder will debit his account and credit government account with that bank.

- The banks will return a payment confirmation online to the portal.

13.2.1.4 All such receipts shall be credited to the Department account not later than T+2 days. The details of Department's account shall be shared with the successful bidder at the time of integration

13.2.1.5 Payment gateway should also provide facility to refund the payments to the taxpayer's bank account as per Department's instructions

13.2.1.6 Payment gateway provider should be able to provide the department an MIS to facilitate reconciliation. A user friendly console has to be shared with department. The MIS should clearly state

1 Name of person / organization money received from

2 Money received towards (registration fees, penalty, arrear etc)

3 Amount received and date

4 Other information as communicated by the department

13.2.2 **Functional Requirements**

13.2.2.1 Please refer to "H-ETD Annexure 2 - Functional Requirement Specifications - Others" for detailed functional requirements

13.3 Handholding post implementation

13.3.1 **Description of the Managed Services**

13.3.1.1 Bidder is expected to assist in conducting the operational activities and provide hand-holding resources for H-ETD personnel at each district office and H-ETD Head Office for a period of 1 year after Acceptance of System. Some of the indicative tasks identified are given below

a. Sensitization towards e-governance, The initiative underway, Roadmap for the project, the impact and benefits envisaged etc

b. This training is suggested for all functionaries of the department who have a major role to play in the effective management of e-Governance initiatives. This training would cover:

- Soft skill development
- Preparing action plans
- Project monitoring w.r.t. milestones set
- Vendor Management

c. Training to all employees on

- Redesigned processes
- Departmental reengineering
- Organizational changes within the department
- New roles and responsibilities of employees

d. Hands on training on usage of different modules/ functions of the Software Application:
   - Training on new H-eCT application
   - Training to all VAT Field Staff on all modules of VAT
   - Training to all Excise Field Staff on all modules of Excise

e. Extensive hands-on training on basic computer usage such as:
   - Computer awareness
   - Basics of hardware/ Networks
   - Basics of trouble shooting
   - Internet, email and Office applications

f. The key technology resources within the department will have to be trained on specialized technology skill like
   - Database management
   - Network and server management
   - Troubleshooting etc.

g. Perform operational tasks such as update of information, reporting, generating MIS, functional and IT related issue resolution, day to day query resolution by liaison with vendors etc.

h. Overall guidance and continuous training on use of the application including software and hardware such as handheld devices, barcode scanner etc

13.3.1.2 Bidder should provide handholding personnel at each office location as described below. However, bidder should note that the resource requirement also depends on H-ETD's need and is thus not binding on H-ETD. For the purpose of bidding, the Bidder shall quote for all the required resources. Purchaser may later request for a reduction and increase in the number of resources based on its requirement based on the rate provided by the Bidder and the contract gets revised accordingly.

	Large DTO	Medium DTO	Small DTO
For VAT			
Number of offices	7	10	6
Number of handholding staff required in Year 1	4	2	1

For Excise	
Number of Excise offices	21
Number of handholding staff required – Year 1	1

Handholding staff	Year 1
Total Handholding staff needed	75

13.4 Data digitization and migration

13.4.1 Description of the Managed Services

13.4.1.1 Currently, H-ETD uses digitized data to a limited extent. Availability of data in digitized format will be essential for the successful implementation of the project. For systems which have been automated to an extent, the data will have to be migrated to the new system.

13.4.1.2 For GST implementation, Centre would take the dealer data from the states. In order to be GST compliant, H-ETD shall ensure the quality of dealer data. Hence, bidder would be required to clean and complete the current dealer data as would be provided by the Department.

13.4.1.3 Hence, both data migration and data digitization will be required for successful implementation of the project.

13.4.1.4 Data needs to be migrated from the existing Dealer Management Information System (DMIS). The following procedure can be used for the same:

a. Required reports from the legacy systems need to be identified for finalizing the data sources which are required to be migrated. Similarly, from the new application, corresponding reports need to be generated accordingly mirror tables are to be prepared.

b. Based on the identified data sources and the mirror table, the data mapping between source and target needs to be defined.

c. The source data needs to be cleansed and enriched by clean-up business rules and data script needs to be prepared for extracting data from the legacy system and uploading the same into the new system.
d. Extract, Transform, and Load ('ETL') tools for the more robust transformation capabilities or the migration utilities offered by the application vendor to load the new system's target schemas also can be used.
e. Testing of the data extraction process is an important aspect and shall be planned thoroughly. Call over reports, which are acceptance test criteria, need to be prepared for checking the integrity of the migrated data.

13.4.1.5 Returns data from 2009-10 onwards needs to be digitized by the bidder. The volume of returns received is provided in Annexure B of this section of RFP. Bidder may sub contract the digitization post the approval of the department

13.4.1.6 The quality of legacy taxpayer data in the database is not appropriate / incomplete. Bidder is expected to enrich / update the Master data of H-ETD taxpayers including address, registration number. etc. This shall be done in discussion with H-ETD.

13.4.1.7 Bidder is expected to follow standard data migration principles such as data assessment, data cleansing, data enrichment, Test - Extract and Load, Final – Extract and Load and finally migration validation in order to migrate the data from the existing DMIS to the newer platform / application.

13.4.1.8 Data Migration of the legacy master and operational data: Current Master and operational data with respect to Registration module available in system or paper form with the Department is required to be migrated in the new Relational database.

13.4.1.9 Digitization of documents: The H-ETD officials shall digitize/scan the documents collected from existing taxpayers such as proof of residence / address proof, identity proof etc during application for registration number for future reference by internal and external users.

13.4.1.10 Bidder would be responsible for ensuring the accuracy and completeness of the migrated data and H-ETD will reserve the right to verify the accuracy and completeness of the migrated data / have it verified by its nominate agencies.

13.4.1.11 Migration of all data should be completed by the time the system is ready for 'Go-Live'.

13.4.1.12 Bidder will be required to undertake scanning of the Taxpayer registration related documents. Please refer to section Annexure 24 for approximately average number of pages to be scanned for each taxpayer

13.4.1.13 For total number of existing registered taxpayers for data to be digitized:

- VAT , Entertainment, Luxury & Excise– Please refer to Annexure 19 section 19.2 No of Registered Dealers District wise
- PGT – Approximately 3,67,000 goods vehicle and approximately 73,000 passenger buses.

13.5 Facility Management Services

13.5.1 Description of the Managed Services

13.5.1.1 The Bidder shall provide Facilities Management Services of IT infrastructure at all H-ETD district office and head office. In addition, bidder would provide support to the Purchaser and the DC/DR providers to manage the systems at those sites as and when required. The Facilities Management shall, include following major areas of services:

a. Support Services for internal users / external users
b. Technical Support Services
c. Vendor Management Services
d. Asset Management services
e. Maintenance of the other IT infrastructure in all the district office and head office such as printers, computers, scanners etc

13.5.1.2 The Bidder shall provide competent Engineers for supporting the above said services at the user locations. A Help desk shall coordinate the assigning of user calls to Engineers.

13.5.1.3 FMS Engineer should provide first level hardware support for the hardware equipment which will include diagnosing the problem and getting the same resolved as per the severity level assigned to it.

13.5.1.4 Full-time support of one programmer shall be provided to H-ETD after Acceptance of System for the contract period. The Programmer deployed at H-ETD should be able to handle any change in the application as requested by H-ETD.

13.5.1.5 Bidder should provide the Facility Management services for a minimum of 8 hours per day coinciding with the business hours of H-ETD office location. All

days except Sundays and Public Holidays declared by H-ETD should be working

13.6 Helpdesk

13.6.1 Description of the Managed Services

13.6.1.1 A helpdesk is envisaged to be provided for the resolution of technical queries by internal users. Typical helpdesk activities shall include:

a. Deployment of sufficient manpower to attend the helpdesk requests for extending technical support on hardware, network, application etc to end users
b. Deployment of web-based tool for the helpdesk
c. Operational window for helpdesk - 7 days X 12 hours starting at 8 AM
d. Provide Help Desk facility for agreed SLAs for reporting technical incidents / issues / problems with the system. Help desk facility shall be provided through a dedicated phone number
e. Implement a call logging system in line with the severity levels as per the SLAs. The Help desk shall log user calls related to system and assign an incident/ call ID number. Severity shall be assigned to each call as per the SLAs.
f. Track each incident / call to resolution.
g. Escalate the calls, to the appropriate levels, if necessary as per the escalation matrix agreed upon and developed by Bidder and H-ETD.
h. Coordinate with respective OEM for closure of calls.
i. Analyze the incident / call statistics and provide monthly reports including but not limited to:
    - Type of incidents / calls logged
    - Incidents / calls resolved
    - Incidents / calls open
j. Update the frequently asked questions on H-ETD website to assist end users in resolving basic issues themselves.

13.7 Call Centre for Taxpayers

13.7.1 Description of the Managed Services

13.7.1.1 The Call Centre shall serve as the single point of contact between the taxpayers and H-ETD. Bidder shall provide a minimum 12 members team for Call Centre for providing services to the Taxpayers. Call Centre to be created

will handle all technical and taxation related queries/ complaints/ requests. All complaints collected through various forms such as submission of e-form on website, complaint registered through phone call to Call Centre, Complaint form dropped at the district office, complaint sent through email/ fax/ letter would be consolidated at Call Centre. All complaints then to be segregated based on type and delegated to respective district office of H-ETD.

13.7.1.2 Call Centre will follow up and coordinate with the respective district office and contact the taxpayer once the action is taken regarding the complaint. Indicative but not exhaustive responsibilities include:

- Liaison with the taxpayers providing information in the event of registration, cancellation, amendment, return filing, arrears, payment etc
- Updating the system for record of completion of activities, changing the status of complaints etc
- Responding to taxpayer complaints: Receive, delegate, process/resolve and reply all types of taxpayer complaints, queries and requests only selected cases to be forwarded to top management at H-ETD Head Office
- Send alerts to concerned district office to respond to pending complaints

13.7.1.3 Bidder shall set up Call Centre with a single contact number with 4 phone lines to handle the taxpayer calls. This will not be a toll-free number. The Bidder shall endeavour to get a simple (easy-to-recall) number sequence for this number. The phone lines shall be integrated with an IVR based system for call logging / transfer / wait / response etc. All payments related to phone lines etc shall be borne by the bidder as part of this contract for the contract period.

13.7.1.4 Call Centre personnel shall be able to fluently and comfortably respond to queries both in English and Hindi

13.7.1.5 Call Centre is envisaged to be provided for the resolution of queries by H-ETD taxpayers. Typical Call Centre activities shall include:

- Deployment of web-based tool for the Call Centre in accordance to the specifications mentioned in Annexure 2 – Functional Requirement Specification - Others for detailed functional requirements
- Provide Call Centre facility for agreed SLAs for reporting incidents / issues / problems with the system. Call Centre facility shall be provided through a dedicated phone number
- Implement a call logging system in line with the severity levels as per the SLAs. The Call Centre shall log user calls related to system and assign

an incident/ call ID number. Severity shall be assigned to each call as per the SLAs.

- Track each incident / call to resolution.
- Escalate the calls, to the appropriate levels, if necessary as per the escalation matrix agreed upon and developed by Bidder and H-ETD.
- Analyze the incident / call statistics and provide monthly reports including but not limited to:
    - Type of incidents / calls logged
    - Incidents / calls resolved
    - Incidents / calls open

13.7.1.6 Update the frequently asked questions on H-ETD website to assist taxpayers in resolving basic issues themselves

13.7.1.7 Operational window for call center - 7 days X 16 hours starting at 8 AM

13.7.2 **Functional Requirements**

Please refer to “H-ETD Annexure 2 - Functional Requirement Specifications - Others” for detailed functional requirements

13.8 Website Update and Maintenance

13.8.1 **Description of the Managed Services**

13.8.1.1 The Bidder shall be responsible of development of new dynamic departmental website which shall handle both information and transactional services of the department.

13.8.1.2 The website will provide information about the department, administrative structure, services offering, key acts, notifications etc to the citizens and business community.

13.8.1.3 The website will have multi-lingual support (English and Hindi).

13.8.1.4 The website shall host electronics forms of department services provided to citizen and business community.

13.8.1.5 The website shall include development of electronic receipt of the service form filled by citizen, MIS for the transactional services, accounting, status reporting and payment handling.

13.8.1.6 The website solution should also cover integration with the payment gateway of the Bank/Bank’s short listed by department

13.9 Third Party Interfacing

13.9.1 Description of the Managed Services

13.9.1.1 Interface with other e-Governance initiatives in the Center and state is essential to optimize the overall ICT system across the department. H-ETD application will integrate with following external interfaces to provide effective service to the citizens

13.9.1.2 TINXSYS and e-CST / equivalent portal

a. The proposed solution by the bidder should cover the interface with TINXSYS and e-CST / equivalent portal.

b. The solution should have provision to interface as prescribed by the TINXSYS and e-CST / equivalent portal for the registered dealer information, issuance of central statutory forms and issuance of VAT D3 forms.

c. The format will be shared with the selected the bidder by the Haryana Excise & Taxation department

13.9.1.3 E-biz and State Portal

a. The E-biz & state portal will act as front end delivery channel along with Excise department portal.

b. State service delivery gateway ('SSDG') will be positioned as a middleware in case of state and E-Biz portal.

c. The e-forms for services to be delivered online by the H-ETD will be placed at both E-Biz & state portal.

d. The selected bidder should share the forms and database schema for the online services to be delivered with e-Biz and state portal/SSDG Vendor.

e. The Implementation agency should develop an interface for the H-eCT application to be connected with SSDG.

f. The SSDG based connector will be provided to the Bidder by the State Portal/SSDG vendor.

13.9.1.4 UID

a. The proposed solution by the bidder should cover the interface with UID initiative

b. The solution should have provision to interface as prescribed by the UIDAI for the registered dealer information.

13.9.1.5 Peripheral devices interfaces

a. Hand Held mobile Device with barcode scanning:

- The proposed solution by the bidder should have hand held device bar code scanner interface.

- The Hand held devices should have workflow interface for the mobile squads as per functional required specifications.
- The hand held device with barcode scanning feature will be used by mobile squads of the excise and taxation department as per functional required specifications

14 Ongoing Administration and Maintenance Services

14.1 Software Application Maintenance

14.1.1 The objective of application maintenance is to provide application maintenance and support services, including request based services (problem requests/defect fixes), enhancements, configuration management and post release support. As part of these services, Bidder should provide support for bug fixes, enhancements, operational support, and assistance to H-ETD.

14.1.2 Bidder should be required to undertake the Application maintenance and Support services.

14.1.3 Bidder should commit to provide all necessary resources and expertise to resolve any issues and carry out required changes, optimizations and modification so that complete system as a whole works according to the specified requirements and satisfaction of H-ETD.

14.1.4 Bidder should ensure that the entire solution as a whole is operational and run according to stipulated performance standards.

14.1.5 Bidder should ensure efficient knowledge transfer on a continuous basis so as to ensure that application knowledge is passed on to new members subsequently joining the team.

14.1.6 The following sections explain the scope of each activity Bidder is expected to perform application maintenance and support services for the period of contract.

14.1.7 **End User Support**

14.1.7.1 The end user support would include all activities related to resolving the bugs / defects reported by application users. Every bug / defect should be logged. Every bug / defect should be categorized on the severity levels.

14.1.7.2 Bidder should identify the solution and take necessary approvals from H-ETD and release the patch for UAT after fixing the defects.

14.1.7.3 Bidder should document defects / bugs encountered as well as document the resolution of the same. Bidder should also update the Consolidated List of Common Errors and their Resolution document.

14.1.7.4 Bidder activities would be monitored as per SLAs defined under Section 5 of this tender

14.1.8 **Application enhancement / New Development**

14.1.8.1 The application may require modifications or enhancements in the functionality. The enhancements or new development may also be required to fix some complex problem requests or defect fixes and upgrade the application performance.

14.1.8.2 Bidder should ensure that correct version of the application / program units are being considered to carry out application enhancements/ new development.

14.1.8.3 Bidder should follow the configuration management plan for configuration management and version control using the version control software.

14.1.8.4 Bidder should support H-ETD in carrying out the UAT for the modifications / enhancements.

14.1.9 **Configuration management and version control**

14.1.9.1 As the application undergoes enhancements and modifications due to problem requests, defect fixes and change requests, it becomes increasingly important to keep the source code under version control and the system under configuration management.

14.1.9.2 With the objective of keeping track of the version updates in the application, Bidder should adhere to the configuration management process defined in conjunction with H-ETD.

14.1.9.3 Bidder may be required to assist H-ETD personnel in ensuring that a copy of the production environment is backed up and stored in the repository before the mew / modified components are copied to Production. Bidder may be required to assist H-ETD personnel in restoring the backed up application versions for testing purpose mainly addressing the restorability of the media.

14.1.10 **Release management**

14.1.10.1 Release management procedure should be defined in conjunction with H-ETD to ensure smooth transition of the application changes from release environment to production environment.

14.1.10.2 As part of the release management Bidder should perform the following activities:

- Bidder should group the related change requests, assess their development progress and accordingly prepare a schedule for their release.
- Bidder should in consultation with H-ETD prepare a detailed release plan for every release. This plan should include the release number and date of release. It should also contain details about the change request to be released.

14.1.11 **Maintenance of post implementation support environment**

14.1.11.1 Bidder should provide an environment with the necessary infrastructure like servers, storage, network connectivity, database licenses, development and run-time licenses for solutions proposed, etc. to support post implementation activities such as debugging of problems reported, enhancements/developments, subsequent user acceptance, etc. Bidder should be responsible for ensuring appropriate OS, Database versions and patches are installed on the respective servers in this environment.

14.1.11.2 Bidder may be required to assist H-ETD personnel in ensuring proper backup of the environment.

14.1.12 **MIS Reports**

14.1.12.1 The following is an indicative list of MIS reports. The selected Bidder should draw an exhaustive list of reports along with H-ETD. Bidder should submit the reports on a regular basis in a mutually decided format.

14.1.12.2 Bidder should submit 2 hard copies and 1 soft copy of each of the reports.

14.1.12.3 Monthly reports

- Feedback report from users for the services rendered
- Consolidated SLA / non-conformance report
- Log of preventive maintenance undertaken
- Log of break-fix maintenance undertaken
- Bug / defect resolution reports including the analysis of bugs / defects resolved, pending, completion time, responsiveness, concern areas, etc.
- Change Request Logs with their resolution status

14.2 AMC Administration

14.2.1 Bidder should ensure availability of AMC support with all the OEMs for proposed software and hardware components. This AMC support period should commence from the deployment of software and hardware components till the end of contract.

14.2.2 Bidder should track the Annual Maintenance Contracts for all the assets at the H-ETD office location and datacenters and initiate procedure for renewal of the same at appropriate points in time.

14.2.3 Bidder should also extend the on-site AMC support for the existing hardware items including laptops, desktops, printers, scanners, switched, routers and servers at H-ETD till the end of contract.

14.3 Administration of Database, System and Network

14.3.1 Bidder should provide an appropriate functional and technical training to H-ETD personnel in the areas of Administration of Database and System.

14.3.2 Bidder should assign onsite support to diagnose, troubleshoot and resolve issues with the equipment / components supplied. The engineer should possess capability for supporting the equipment and components proposed, but not limited to undertaking preventive and break-fix maintenance, troubleshooting, resolving problems, tuning, etc.

14.3.3 Bidder may be required to assist H-ETD personnel in performing periodic health check of the systems, troubleshooting problems, analyzing and implementing rectification measures.

14.3.4 Bidder will be responsible for not only the new systems provided as part of this tender but also ensuring the upkeep of existing systems that would be reused and also incorporate necessary changes for new applications if any during the tenure of the contract.

14.3.5 On an ongoing basis, Bidder is responsible for troubleshooting issues in the infrastructure, network and application of H-ETD to determine the areas where fixes are required and ensuring resolution of the same.

14.3.6 Bidder should be responsible for identification, diagnosis and resolution of problem areas pertaining to the central infrastructure and application and maintaining assured SLA levels.

14.3.7 Bidder may be required to assist H-ETD personnel in implementing and maintaining standard operating procedures for maintenance of the infrastructure based on the policies provided by H-ETD and based on the industry best practices / frameworks like ITIL. Bidder should create and maintain adequate documentation / checklists for the same.

14.3.8 Bidder may be required to assist H-ETD personnel in managing the user names, roles and passwords of all the relevant systems, including, but not limited to servers, applications, devices, etc. Bidder may be required to assist H-ETD personnel in the management of passwords for all relevant components and devices under their purview and implement a password change mechanism in accordance with the security policy of H-ETD. User account management includes and is not limited to:

14.3.8.1 Setting up new user account

14.3.8.2 Grating access and review

14.3.8.3 Removal of user accounts

14.3.8.4 Privilege management

14.3.8.5 Password management

14.3.8.6 Access to OS, databases and applications

14.3.8.7 Monitoring access and usage

14.3.8.8 Logging

14.3.8.9 Session time-out

14.3.9 Bidder should be responsible for the synchronization of system clocks and automatic lockout of the terminal after defined inactivity time.

14.3.10 Bidder should be responsible for maintenance of logs of user Internet activity, failed login attempts, etc.

14.3.11 Bidder may be required to assist H-ETD personnel for downloading of patches and updates for OS, Anti virus, firewalls, IPS, IDS, RDBMS and other systems using a two step procedure.

In the first step, patches and updates should be downloaded to a standalone system. In the second step, the patches and updates should be updated to the relevant systems.

14.3.12 Bidder should provision dedicated team consisting of System Administrator, Network Administrator and Database Administrator.

14.3.13 **System Administration**

14.3.13.1 System administration services for management of server environment to maintain performance at optimum levels.

14.3.13.2 Proper configuration of server parameters, operating systems administration and tuning. Bidder would be a single point of accountability for all hardware maintenance and support central infrastructure.

14.3.13.3 Operating system administration, including but not limited to management of users, processes, resource contention, preventive maintenance and management of upgrades including migration to higher versions and patches to ensure that the system is properly updated. Bidder is also responsible for re-installation in the event of system crash/failures.

14.3.13.4 Regular monitoring and maintenance a log of the performance monitoring of servers including but not limited to monitoring CPU, disk space, memory utilization, I/O utilization, etc. Bidder should also ensure that the bottlenecks in the infrastructure are identified and fine tuning is done for optimal performance.

14.3.13.5 Regular analysis of events and logs generated in all the sub systems including but not limited to servers, operating systems, databases, applications, security devices, messaging, etc. Bidder should undertake actions in accordance with the results of the log analysis. The system administrators should also ensure that the logs are backed up and truncated at regular intervals.

14.3.13.6 Adopt a defined process for change and configuration management in the areas including, but not limited to, changes in parameter settings for application, servers, operating system, devices, etc., applying patches, etc.

14.3.13.7 Managing the trouble tickets, diagnosis of the problems, reporting, managing escalation, and ensuring rectification of server problems as prescribed in SLA.

14.3.14 **Database Administration**

14.3.14.1 Bidder should train H-ETD personnel in the relevant areas and may be required to assist H-ETD personnel in performing the following tasks.

14.3.14.2 Management of database environment to maintain performance at optimum levels.

14.3.14.3 End-to-end management of database on an ongoing basis to ensure smooth functioning of the same.

14.3.14.4 Tasks including, but not limited to, managing changes to database schema, disk space, storage, user roles.

14.3.14.5 Conduct code and configuration reviews to provide inputs to H-ETD in order to improve the performance or resolve bottlenecks if any.

14.3.14.6 Performance monitoring and tuning of the databases on a regular basis including, preventive maintenance of the database as required.

14.3.14.7 Report backup status on a regular basis and ensure prompt problem resolution in case of failures in the backup processes.

14.3.14.8 Manage database upgrade or patch upgrade as and when required with minimal downtime.

14.3.14.9 Regular backups for all databases in accordance with the backup and archive policies and recovery whenever required with appropriate permissions. Testing of backup media should be undertaken from time to time to ensure availability of data. Bidder should co-ordinate with Datacentre Shift Engineers for back-up activities.

14.3.14.10 Media management tasks, including, but not limited to, tagging, cross-referencing, storing, logging, testing, and vaulting in fire proof cabinets at SDC and DR. Bidder should provide adequate number of fire proof cabinets at SDC and DR sites.

14.3.14.11 Use of DBA tools to perform database creation, maintenance, and database monitoring related tasks.

14.3.15 **Storage Administration**

14.3.15.1 Bidder should train H-ETD personnel in the relevant areas and may be required to assist H-ETD personnel in performing the following tasks.

14.3.15.2 Management of storage environment to maintain performance at optimum levels.

14.3.15.3 Management of the storage solution including, but not limited to, storage management policy, configuration and management of disk array, SAN, tape library, etc.

14.3.15.4 Storage management, including but not limited to management of space, volume, RAID configuration, LUN, zone, security, business continuity volumes, performance, etc.

14.3.16 **Security Administration**

14.3.16.1 Bidder should train H-ETD personnel in the relevant areas and may be required to assist H-ETD personnel in performing the following tasks.

14.3.16.2 Management of security environment to maintain performance at optimum levels.

14.3.16.3 Address ongoing needs of security management including, but not limited to, monitoring of various devices / tools such as firewall, intrusion detection, content filtering and blocking, virus protection, and vulnerability protection through implementation of proper patches and rules.

14.3.16.4 Maintain an updated knowledge base of all the published security vulnerabilities and virus threats for related software and microcode, including, but not limited to, operating systems, application servers, web servers, databases, security solutions, messaging solutions, etc.

14.3.16.5 Ensure that patches / workarounds for identified vulnerabilities should be patched / blocked immediately.

14.3.16.6 Respond to security breaches or other security incidents and coordinate with respective OEM in case of a new threat is observed to ensure that workaround / patch is made available for the same.

14.3.16.7 Maintenance and management of security devices, including, but not limited to maintaining firewall services to restrict network protocols and traffic, detecting intrusions or unauthorized access to networks, systems, services, applications or data, protecting email gateways, firewalls, servers, desktops from viruses.

14.3.16.8 Operating system hardening through appropriate configuration and patch updates on a regular basis.

14.3.16.9 Physical & Environmental Security at H-ETD office location

- Ensure that all network hubs and switches (including already available equipment) are secured and are enabled only when required by authorized employees.
- Perform preventive maintenance exercise as per H-ETD ISPP.
- Monitor the environmental controls for security of network equipments, cabling security and IT hardware management

14.3.17 **Change Management**

14.3.17.1 Bidder should be responsible for managing the changes that happen to the SDC and DR setup on an ongoing basis, including but not limited to, changes

in hard / soft configurations, changes to system software, changes to policies, applying of upgrades / updates / patches, etc.

14.3.17.2 Bidder should undertake planning required for changes, draw up a task list, decide on responsibilities, co-ordinate with H-ETD users, establish and maintain communication with H-ETD to identify and mitigate risks, manage the schedule, execute the change, ensure and manage the port change tests and documentation.

14.3.18 **Desktop / Laptop / Thin clients Administration**

14.3.18.1 Bidder shall provide support for all front-end application components

14.3.18.2 Bidder shall provide First level problem diagnosis for Application, PCs, LAN and WAN.

14.3.18.3 Bidder shall provide support to OS and packaged software (e.g. Productivity software, Mail etc.).

14.3.18.4 Bidder shall be responsible for Installation / Re-installation / Upgrade of OS, Database, Applications as required.

14.3.18.5 Bidder shall be responsible for installation / Re-installation configuration of all peripherals such as printers, scanners etc.

14.3.18.6 Bidder shall be responsible for Health check of equipment under the scope of work at regular periodicity in the format agreeable to H-ETD. Periodicity of such health check shall be on a monthly basis for all H-ETD locations.

14.3.19 **Maintenance of spares**

14.3.19.1 The Bidder shall provide all the required spares/components at all locations for meeting the uptime commitment of the components supplied by him.

14.3.19.2 It is expected that the Bidder should maintain atleast 3 months inventory of all critical spares at all times to ensure smooth operations of the H-ETD

14.3.19.3 At the end of the contract period, Bidder should handover the inventory of spares to the Purchaser (at no additional cost).

14.3.19.4 The Bidder should maintain an adequate inventory (3 months requirements) of the consumables for Printers and MFDs to ensure smooth functioning at all locations. It shall detail this availability with the offer.

14.3.20 **MIS Reports**

14.3.20.1 The following is an indicative list of MIS reports. The selected Bidder should draw an exhaustive list of reports along with H-ETD. Bidder should submit the reports on a regular basis in a mutually decided format.

14.3.20.2 Bidder should submit 2 hard copies and 1 soft copy of each of the reports.

14.3.20.3 Weekly reports

- Log of backup and restoration undertaken.
- Summary of resource utilization of critical components

14.3.20.4 Fortnightly reports

- Project Progress Report with schedule slippage details.
- Overall performance reports including the analysis of queries completed, queries pending, queries escalated, completion time, responsiveness, concern areas, etc.
- Summary of measured end user application response time for selected business transaction.

14.3.20.5 Monthly reports

- Summary of resource utilization of all components in the datacenters.
- Log of preventive / break-fix maintenance undertaken.
- Summary of usage of tape media provisioned.
- Summary of changes undertaken in all the datacenters including major changes like configuration changes, release of patches, database reorganization, storage reorganization, etc. and minor changes like log truncation, volume expansion, user creation, user password reset, etc.
- Consolidated SLA / non-conformance report

14.3.20.6 Quarterly Reports

- Asset database report and Asset Audit report
- Summary of incidents reported like Application down, Components down, overall downtime, security vulnerabilities detected, hacker attacks / security threats, peaking of utilization, etc
- Inventory of spare parts in datacenter.
- Feedback report from users for the services rendered.

14.3.20.7 Incident Reporting (as and when it occurs)

- Complete system down – with root cause analysis
- Peaking of resource utilization on any component

- Bottlenecks observed in the system and the possible solutions and workarounds.

14.3.20.8 Security Incident Reporting (as and when it occurs)

- Detection of security vulnerability detection with the available solutions / workarounds for fixing.
- Hacker attacks, Virus attacks, unauthorized access, security threats, etc. – with root cause analysis and plan to fix the problems.
- Any hazards or events like fire, environmental conditions, physical security, etc. at the datacenters

14.4 Audit

14.4.1 The Bidder should conduct audit of the central infrastructure through the OEM on a half-yearly basis. The OEMs should undertake audits of their respective infrastructure and certify that all necessary precautions have been undertaken. Bidder may conduct this audit himself, in which case, Bidder shall ensure that the audit conducted by him is certified by the respective OEM

14.4.2 The audit should ensure installation of proper versions of software including, but not limited to, Firmware, OS patches, any other layer of software, etc.

14.4.3 The Bidder should undertake audit to determine the state of the resources, including, but not limited to overused resources, underused resources, etc.

14.4.4 The audit report should make recommendations to the H-ETD through the audit report regarding issues including but not limited to upgrade of resources, reallocation of unused resources, etc.

14.4.5 The audit should also cover obsolescence of resources as per policy defined by H-ETD. The audit report should provide details of the resources that are due for obsolescence and provide a plan for upgrade / refresh of resources and plan for disposal of obsolete resources.

14.4.6 The Bidder should ensure compliance of policy implementation including but not limited to backup policy, archival policy, security policy, etc. with the policy provisioned H-ETD and with the best practices followed in the industry.

14.4.7 The audit should be certified by the respective OEM of the equipment assuring that the same is in proper condition. The audit report should be complied and provided to H-ETD for consideration.

14.4.8 A half-yearly audit for the security practices, implementation of security policy and vulnerability assessment shall be conducted by a 3rd party appointed and paid for by the Purchaser. The report of the 3rd party auditors shall rate the security implementation in three

grades viz. Satisfactory, Requires Improvement and Unsatisfactory. Bidder shall provide necessary support and co-operation for the same.

14.4.9 A Quarterly Asset Audit, at all the locations should be ensure the health of the system and verify the existance of assets. The report of findings should be submitted to H-ETD for consideration.

14.4.10 A half-yearly audit for user satisfaction may be conducted by a 3rd party appointed and paid for by the Purchaser. The report of the 3rd party auditors shall rate the user satisfaction in three grades viz. Satisfactory, Requires Improvement and Unsatisfactory. Bidder shall provide necessary support and co-operation for the same.

14.4.11 H-ETD may conduct audit of Service Level Agreement (SLA) at its discretion through a 3rd party auditor appointed by H-ETD. Bidder shall provide necessary support and co-operation for the same.

15 Migration to GST

15.1 Indirect Tax Administration in India is in a process of transformation from disjointed cascading tax at various stages of manufacturing and trading, to a system of tax incidence against value added at each stage

15.2 Since the Government of India has already announced the introduction of GST, migration of the deployed system including but not limited to any enhancements / amendments to application, migration of data, upgradation of infrastructure for any requirements already stated in the RFP, training of mentioned Staff on use of GST application etc. as may be required for implementation of GST will be within the scope of work of the selected Bidder. The same will not be considered a 'Change' to the defined scope of work of the Bidder and hence not be governed by the Change Control Schedule. The cost for such migration to GST should be included by the Bidder in his Financial Bid for this project.

15.3 In case implementation of GST leads to additional staff on the rolls of the Department, the cost of any additional end-user infrastructure (thin clients, printers etc) or training required for such staff need not be included in the Financial Bid for this project. Such additional infrastructure will be procured by the Department from the selected vendor using the unit rates quoted by the Bidder in his Commercial Bid for this project.

15.4 This migration to GST will have to be completed by the selected bidder within a time period of maximum 6 months from the date when the Department communicates the need to migrate to GST to the successful bidder. The exact timelines for such migration will be planned and agreed with the bidder once guidelines for implementation of GST have been declared by Government of India.

15.5 All service-level related and other requirements stated in this RFP will remain binding on the selected bidder during the entire duration of the contract, even after migration to GST.

15.6 Following are the activities to be completed by the bidder in order to prepare department for GST

15.6.1 Interfacing with GSTN Portal / Common Integrated Platform (CIP) for providing a uniform interface to the taxpayers for deposit of tax, filing of returns and tracking status of these interactions.

15.6.2 The taxpayer will have a common standard interface for taxpayers across the country. Hence bidder will be required to make any required amendments for this common standard interface.

15.6.3 Master Dealer Database - GST entails centralization of the commercial taxes in the country. For the purpose of the same, Centre would require dealer database of each state. For the purpose of GST, complete and accurate database of dealers would have to be provided by the states. Bidder will be responsible for cleansing and updating the dealer database for GST readiness

15.6.4 Filing of e-Returns - In GST scenario, all returns would be filed online the central server. Reconciliation would be done at the national level. Returns would be taken at Dealer level in

GST. All taxpayers, who are liable to collect CGST and SGST, will have to file a new return giving invoice–wise details of tax liability of the goods sold, invoice-wise details of goods purchased, ITC availed and challan details of deposit of tax

15.6.5 Tax Payment - In GST scenario, all banks would upload transaction level scroll on GSTN and from GSTN state commercial tax departments would download their transaction scroll for matching. Thereby, system design should enable processing of transaction level scroll provided by the banks

15.6.6 PAN in dealer database - GST would use PAN database as base. Thereby, bidder will be responsible for completing all PAN numbers in dealer database and same should be verified with CBDT website. This would bring the GST PAN-linked system in line with the prevailing PAN-based system for Income tax, facilitating data exchange and taxpayer compliance. In case of TIN numbers without PAN, the details of the TIN to be forwarded to the Department for an in depth investigation and corrective action.

15.6.7 Develop suitable mechanism for linking of existing TIN of dealers and GST based PAN linked. Going forward, dealers have to use this PAN linked id for their future tax payment and return filing.

15.6.8 Establish processes from inter-state settlement. Preparation of data interface format and mechanisms for mapping date exception and data extraction and posting to state system.

16 Constitution of the Team

16.1 Overview

16.1.1 Bidder should provide adequate number of personnel each responsible for a specific role within the system. Bidder must provide clear definition of the role and responsibility of each individual personnel.

16.1.2 Bidder should have a defined hierarchy and reporting structure for various teams that would be part of the project.

16.1.3 All the concerned staff should log an attendance on a daily basis at their respective reporting location.

16.1.4 Bidder should ensure that all the personnel identified for this project have high level of integrity. Bidder should undertake necessary due diligence to ensure that the personnel have high standard of trustworthiness. Bidder should obtain an undertaking from each of the personnel assigned and the same should be submitted to the Purchaser as and when demanded by the Purchaser. In addition to the Purchaser would also get the background verification checks of the Bidder personnel. Any information needed for this activity by the Purchaser should be provided immediately by Bidder.

16.1.5 Bidder must ensure that the minimum number and type of Key and Non-Key Personnel are proposed, failing which the proposal would be considered as non-responsive. Bidder can provide additional manpower on the basis of their estimate of effort required to complete the terms of reference given in of the tender.

16.1.6 Bidder should provide sufficient Non-Key Personnel to complete the terms of reference. Bidder need not submit the names of such Non-Key Personnel along with the tender.

16.1.7 Bidder can offer more than one key personnel for a role to improve the quality of key personnel keeping in mind the terms of reference given in the tender.

16.1.8 The following clauses define the skill sets and qualification requirement for each of the resource categories.

16.2 Key Personnel

16.2.1 **Project Director (Minimum – 1 no)**

16.2.1.1 Profile

- (S)He must have a minimum of 15 years experience in IT with minimum 10 years in Project Management.
- (S)He must have post-graduate qualifications in Management.

16.2.1.2 Responsibility:

- (S)He should be responsible for organizing, planning, directing, and coordinating the overall program effort.
- (S)He should be responsible for allocating resources to the project.
- (S)He should be responsible for conflict management, issue and dispute resolution.
- (S)He should participate in all fortnightly / monthly project meetings and project review meetings.
- (S)He should review quality of project deliverables to ensure compliance with the agreed quality measures and standards.
- (S)He should ensure compliance to the terms and conditions of the Contract and NDA signed with H-ETD.

16.2.2 **Project Manager / Post Implementation Project Manager (Minimum – 1 no each)**

16.2.2.1 Profile

- (S)He must have a graduation degree in Engineering with post-graduate qualifications in Management.
- (S)He must have a minimum of 10 years experience in IT with minimum 6 years in Project Management.
- (S)He must have PMP certification.

16.2.2.2 Responsibility

- (S)He should be at the onsite office as designated by the Purchaser.
- (S)He should be responsible for the overall contract performance and should not serve in any other capacity under this contract.
- (S)He should be responsible for organizing, planning, directing, and coordinating the overall program effort.
- (S)He should participate in the steering committee meetings.
- (S)He should be responsible for overall Project Planning.
- (S)He should be responsible for managing the team resources and ensuring their optimum allocation.
- (S)He should review the integration test plan for completeness and correctness.
- (S)He should manage integration testing along with Solution Architect (Software) and Testing Engineers.

- (S)He should prepare Performance Test Plan which would specify the business transactions that would be tested for performance.
- (S)He should be responsible for organizing, planning, directing, and coordinating FMS Engineer (s).
- (S)He should have extensive experience and proven expertise in managing similar multi-task contracts of this type and complexity.
- (S)He should have a thorough understanding and knowledge of the principles and methodologies associated with program management, vendor management, quality assurance metrics and techniques, and configuration management tools.

16.2.3 **Solution Architect (Software) (Minimum – 2 no)**

16.2.3.1 Profile

- (S)He must have a graduation degree in Engineering with post-graduate qualifications in Management or MCA
- (S)He must have a minimum 8 years experience in solution design.

16.2.3.2 Responsibility

- (S)He should be responsible for creating or selecting the most appropriate architecture for a system (or systems), such that it suits the business needs, satisfies user requirements, and achieves the desired results under given constraints.
- (S)He should create Overall technical design (System Design Document - SDD) of the system consisting of project standards, the functional design and the database design - the blueprints which provide the map.
- (S)He should facilitate High level planning for the development - overall steps for creation of the solution (Low Level Design – LLD) from the blueprints.
- (S)He should develop integration test cases and include these in integration test plan. These test cases should focus primarily on testing the interfaces of the modules. Each test case should be described along with the input and output data, and the results expected after each test case.
- (S)He should have a thorough understanding of the technical and quality standards and ensure adherence to those in order to maximize the future investment value and minimizing costs.

- (S)He should be most visible during the requirements and design stages of a project lifecycle, but should proactively monitor the adherence of the implementation to the chosen architecture during all iterations.

16.2.4 **Business Analyst and Tax Expert (Minimum – 2 no)**

16.2.4.1 Profile

- (S)He must have an overall IT experience of not less than 8 years
- (S)He must have a minimum of 5 years of experience as a business analyst in implementation of Commercial/ State Tax Solutions.

16.2.4.2 Responsibility

- (S)He should be the key resource for studying all redesigned workflows/ processes and identifying the critical workflows for the envisaged solution.
- (S)He should lead the requirement gathering exercise by conducting meetings with the various process owners and the Project Management Team.
- (S)He should have the ability to intelligently probe department personnel and study the processes to understand the challenges that need to be addressed through the application
- (S)He should work in collaboration with the Project Manager to ensure that the gathered requirements are in line with the Project Vision.
- (S)He should have a strong understanding of the Commercial Tax domain and be able to understand the linkages between various processes
- (S)He should understand the various technology implications for computerization of tax processes and accordingly be able to create intelligent and optimized workflows
- (S)He should be able to identify the use cases for all processes
- (S)He should be most visible in the initial requirement gathering stage of the project

16.2.5 **Solution Architect (Hardware) (Minimum – 1 no)**

16.2.5.1 Profile

- (S)He must have a minimum of 8 years experience in designing and implementation of similar infrastructure.
- (S)He must be qualified as a B.E. and M.C.A or M.B.A from a reputed university.

16.2.5.2 Responsibility

- The Infrastructure Architect should have the capability to design platform solutions to support applications, including their integration with database, network, and storage solutions.
- (S)He should possess extensive detailed working knowledge and acumen in the employment enterprise architecture best practices, including, but not limited to, logical and physical data architectures, network communications, operating systems, applications, data base servers, application servers, web servers, server consolidation, server performance, middleware, etc.
- (S)He should have the ability to address specialized and complex infrastructure architectural issues. (S)He should have extensive experience in infrastructure architecture discipline(s) of similar complexity as described in the tender.

16.2.6 **Database Administrators (DBAs) (Minimum – 1 no)**

16.2.6.1 Profile

- (S)He must be qualified as a Graduate from a reputed university preferably with Information Technology / Computer as specialization
- (S)He must have a minimum of 3 years experience as DBA for the proposed database.
- (S)He must have DBA Certification related to proposed database.

16.2.6.2 Responsibility

- (S)He should provide highly specialized technical expertise towards administration of Databases.
- (S)He should able to assist in tasks, including, but not limited to, the monitoring and maintenance of databases, installation of database software patches/upgrades, monitoring of database backups, standardization and implementation of databases to improve the management of production and test environments, support users by resolving problems with applications' databases.
- (S)He should be able to assist in the day-to-day tasks, including, but not limited to, monitoring and allocating volumes, creating and managing zones, LUN, etc, managing fabric security, analysis of utilization and resources, performance tuning, coordination of system upgrades or fixes.
- (S)He should have extensive experience in administering databases of similar size and criticality as described in the tender.
- Certification on the storage products proposed would be preferable.

16.2.7 **System Administrator (Minimum – 1 no)**

16.2.7.1 Profile

- (S)He must be qualified as a Graduate from a reputed university preferably with Information Technology / Computer as specialization
- (S)He must have a minimum of 3 years experience as System Administrator.

16.2.7.2 Responsibility

- (S)He should provide highly specialized technical expertise to handle System Administration challenges for systems of size and complexity that are being proposed as part of this solution.
- (S)He should be able to assist in the day-to-day tasks, including, but not limited to, monitoring of system activities, analysis of system utilization and resources, capacity control, performance tuning, coordination of system upgrades or fixes, adding/deleting users from the system, and generating reports as required.
- (S)He should have certifications on Operating Systems proposed by Bidder like OEM UNIX, MCSE, etc.

16.2.8 **Trainer (Minimum – 2 no)**

16.2.8.1 Profile

- (S)He must have a minimum 5 years of experience in conducting trainings for software applications.
- (S)He must be qualified as a B.E., M.C.A or M.B.A from a reputed university.

16.2.8.2 Responsibility

- (S)He should coordinate with the Project Manager and the Purchaser to plan the training calendar.
- (S)He should organize the required qualified resources for the identified training course.
- (S)He should be responsible for designing the training materials.
- (S)He should ensure proper conduct of training sessions.
- (S)He should ensure collection and collation of Trainee Feedback for all training sessions.
- (S)He should ensure any issues/concerns raised by the participants are documented and shared with the Project Manager and the Department.

16.3 Non-Key Personnel

16.3.1 **Module Leaders**

16.3.1.1 Profile

- (S)He should have an experience of over 5 years in the application falling under the module and at least 3 years of team leader experience of application maintenance / development.
- (S)He must be qualified as a B.E., M.C.A or M.B.A from a reputed university.

16.3.1.2 Responsibility

- (S)He should be responsible for planning and scheduling of the module related activities along with Project Manager.
- (S)He should have a thorough understanding of the complexity of the module to be implemented along with the dependencies on other modules.
- (S)He should manage the flow of work within the team and ensure optimum allocation of work amongst team members.
- (S)He should be responsible for controlling the overall Design and Technical Architecture of the applications in the module.
- (S)He should coordinate with the relevant Programmers, Business Analysts and Testing Engineers for Unit & System Testing.
- (S)He should perform Defect Root Cause Analysis and coordinate closure of defects arising from System Testing and UAT.
- (S)He should ensure the updation of relevant document (SRS, SDD and User Manuals).
- (S)He should monitor the Quality of the deliverables associated with the module.
- (S)He should coordinate with the QA Team Lead and SCM Coordinator for Quality Assurance and Version Control and Configuration Management.
- (S)He should be able to assist H-ETD personnel in ensuring proper maintenance and regular backups of development, testing and release environments.
- (S)He should provide support to the Trainer for preparation of Training scenarios.
- (S)He should provide status updates to Project Manager for application development and maintenance activities for the module.

- (S)He should have an understanding of all the applications and business requirements of the module.

16.3.2 **Programmers**

16.3.2.1 Profile

- (S)He must be qualified as a Graduate from a reputed university preferably with Information Technology / Computer as specialization
- (S)He must have prior experience of software development in the module allocated to him.
- (S)He must have prior experience in at least one of the technologies involved in the module allocated to him.
- (S)He must have an overall IT experience of more than 2 years.

16.3.2.2 Responsibility

- (S)He should be able to carry out analysis of the software requirements and prepare detailed specifications of the requirements.
- (S)He should be responsible for covering the cycle of implementation to unit and integration testing for the application allocated to him/her.
- (S)He should translate the SRS into the selected programming language to create source code and executables.
- (S)He should undertake unit testing the same using the unit test plan prepared during detailed design phase. The defects found in this testing should be logged and the programmer should remove the identified defects.
- (S)He should be responsible for identifying and escalating any issues – technical/business rules in the application allocated to him and their timely resolution.
- (S)He should be responsible for using the development/testing and quality standards and best practices established in the project.
- (S)He should ensure relevant documentation related to the application.
- (S)He should be responsible for tuning the application as per the Performance Testing results.
- (S)He should conduct UAT/ System Testing / defect fixing.
- (S)He should report the status to the respective Module Leader.

16.3.3 **QA Team leader**

16.3.3.1 Profile

- (S)He must have and overall IT experience of more than 4 years.
- (S)He must have at least 2 years of team leading experience in the testing domain and minimum 2 years of experience in application testing.
- (S)He must be an engineer or MCA preferably with CSQA certification.

16.3.3.2 Responsibility

- The QA Team Leader will be responsible for ensuring overall process compliance, quality of the deliverables and implementation of required quality process.
- (S)He should ensure the quality and reviews of the deliverables.
- (S)He should ensure implementation and adherence to the required QA process.
- (S)He should be responsible for implementing Process improvement initiatives.
- (S)He should review the relevant documents (Requirement designs and User Manuals).
- (S)He should review various project metrics collected by different teams.
- (S)He should coordinate with relevant Solution Areas during the preparation and execution of System Testing Specifications.
- (S)He should coordinate for User Acceptance Testing with the Purchaser.
- (S)He should coordinate with the Solution Area Project Leader for UAT/ System Testing/ defect fixing.
- (S)He should keep track of all defects identified during System Testing and UAT to ensure closure.
- (S)He should report the status to the Project Manager.

16.3.4 **Software Configuration Management ('SCM') Coordinator**

16.3.4.1 Profile

- (S)He must be qualified as a Graduate from a reputed university preferably with Information Technology / Computer as specialization
- (S)He must have an overall IT experience of more than 2 years.

16.3.4.2 Responsibility

- (S)He should be the overall in-charge of the Version Control and Configuration Management.
- (S)He should co-develop the Configuration Management Plan with the Project Manager that describes the specific approach to configuration management on

the project, plans the schedule of activities, and identifies the roles and responsibilities of all concerned. This should also have procedures for changes to the baseline and other change requests.

- (S)He should be responsible for creation and management of the project's software baseline library.
- (S)He should develop, maintain, and distribute the Software Configuration Management plans, standards, and procedures.
- (S)He should manage access and updates to the software baseline library.
- (S)He should work closely with the Solution Area Project Leader for Version Control and Configuration Management.
- (S)He should have a thorough understanding of the Software configuration process and should have an experience in various configuration tools.
- (S)He should be able to assist H-ETD personnel in performing regular back-up of the version control repository.
- (S)He should be responsible for defining and administering the access control rights for the version control repository to the various software solutions project teams.
- (S)He should be responsible for establishing and enforcing standards and procedures for the software configuration management process.

16.3.5 **Testing Engineers (System and Performance)**

16.3.5.1 Profile

- (S)He must have an overall IT experience of more than 2 years.
- (S)He must have experience of minimum 1 year in testing and hands-on experience in using automated tools for performance testing.
- (S)He must be qualified as a Graduate from a reputed university preferably with Information Technology / Computer as specialization and preferably with CSTE/CSTM certification.

16.3.5.2 Responsibility

- (S)He should write System Test cases and Performance Test cases.
- (S)He should update System Testing Specification or Performance test specifications.
- (S)He should incorporate review comments.

- (S)He should create appropriate data sets, test scenarios, automated testing related scripts, etc.
- (S)He should conduct System Testing / Performance testing of the application.
- (S)He should conduct performance testing on a fixed/ predefined data set and concurrent users using automated testing tools.
- (S)He should prepare relevant scripts and datasets for testing the application performance.
- (S)He should log and verify the Testing defects.
- (S)He should report the status to the respective Solution Area Project Leader.

16.3.6 **Technical Writer**

16.3.6.1 Profile

- (S)He must have minimum 2 years of experience in technical writing related to software applications.
- (S)He must be qualified as a Graduate from a reputed university

16.3.6.2 Responsibility

- (S)He should understand the application functionality to draft project related deliverables.
- (S)He should draft project related deliverables such as User Manuals, Training Materials, Installation & Deployment Manuals, Troubleshooting Guides, FAQs, etc.

16.3.7 **Handholding Staff**

16.3.7.1 Profile

- (S)He must have minimum 2 years of prior experience of technical support
- (S)He must be qualified as a Graduate from a reputed university
- Prior experience in the Tax Domain or the application being deployed will be an added advantage

16.3.7.2 Responsibility

- (S)He should be trained on the basic functioning of the project by the time (s)he is deployed on the project
- (S)He must have a working knowledge of IT infrastructure deployed at the respective locations including basic troubleshooting of the same
- (S)He should have been trained on use of deployed application at the respective location (Technical Support resource deployed at a District Office

should be able to hand-hold and support all users within that location including Departmental Officers of various ranks, Dispatch and Receipt Centre, Record Room, FW etc)

16.3.8 **Data Digitization and Migration Staff**

16.3.8.1 Profile

- (S)He must have minimum 2 years of prior experience of technical support in data migration
- (S)He must be qualified as a Graduate from a reputed university

16.3.8.2 Responsibility

- (S)He should have good working knowledge of scanners and computers
- (S)He should have a good working knowledge of the migration capabilities of the system and should be able to accordingly produce the minimum specified output per day
- (S)He should be able to clearly differentiate between the various types of documents at the department

17 Acceptance of system

17.1 Commissioning of System

17.1.1 The bidder should describe in advance the tests and details of the process that will be adopted to demonstrate the correct working of the solution supplied both individually and as an integrated system.

17.1.2 System testing schedules, formats for testing and commissioning reports and dissemination mechanism for such reports shall be drawn by the bidder in consultation with H-ETD.

17.2 Acceptance criteria for Servers, Devices and Solutions

17.2.1 Acceptance schedules, detailed acceptance tests, formats for acceptance reports and dissemination mechanism for such reports shall be drawn by the bidder in consultation with H-ETD

17.2.2 The Acceptance of the solution shall be provided by H-ETD only after the following conditions have been met successfully to the satisfaction of H-ETD.

17.2.2.1 Successful rollout of the system to all the locations of H-ETD from Data Center and functioning to DR site to the extent necessary for meeting the desired objectives of the DR / DR sites.

17.2.2.2 Successful operation of the system for **90 working days** after complete rollout of the system meeting the response time and performance criteria provided as part of this tender.

17.2.2.3 Completion of all the documentation required as part of this tender and as desired by H-ETD to the satisfaction of H-ETD

17.2.2.4 Installation and Configuration of all the components of the solutions including, but not limited to, hardware, software, devices, accessories, etc. to the satisfaction of H-ETD at DR site and successful testing of all components..

17.3 Work Products / Documents / Reports required for each Phase / stage of the project (wherever applicable)

Work Products / Document / Reports	
Reports	a. Software Requirement Specifications (SRS) b. System Design Document (SDD) / Process Design Report c. Testing Stage • Integration Test Cases with Results • System Test Cases with Results d. User Acceptance Testing • UAT Case and Results

Work Products / Document / Reports	
	• Source code and executables • Installation Manuals e. Implementation • Implementation Plan including data migration, user training and rollout plan • User Manuals • Training Manuals • FAQ & Trouble Shooting Guide f. Warranty Support • Defect / Bugs log with resolution • Consolidated List of Common Errors and their Resolution g. Requirements Change Management • Change Request Log • Impact Analysis including changes in effort and schedule h. End user Support • Defect / Bugs log with resolution • Consolidated List of Common Errors and their Resolution i. Application enhancement and new developments • Change Request logs • Impact Analysis with Effort Estimates • Software Requirement Specifications (SRS) • System Design Document / Process Design Document • Source Code & Executables for the CR • Integration Test cases & results • System Test Cases & Results • UAT Case and Results • Source code and executables • Installation Manual • Training Manuals / User Manuals • FAQ & Trouble Shooting Guide

Work Products / Document / Reports	
	j. Release Plan and Release Note

17.4 User Acceptance stage will be deemed to be successful on the timely completion of the following User Acceptance activities:

17.4.1 Bidder to assist the H-ETD to develop user acceptance test cases

17.4.2 Bidder shall deploy the solution in the test environment.

17.4.3 Bidder is responsible to create datasets required to carry out the acceptance testing.

17.4.4 Bidder shall the resolve the defects / bugs users identified during testing.

17.4.5 Bidder shall re-test the solution to ensure closure of identified defects / bugs.

17.4.6 Bidder shall assist the users during acceptance testing.

17.4.7 After the defects are resolved, Bidder shall deploy the solutions on the production environment.

17.4.8 The solution will be monitored under production use for a pre-defined period of time for satisfactory performance of the solutions.

17.4.9 In case of any performance issues during this period, Bidder shall resolve the issues identified on a priority basis.

17.4.10 Provision testing tools and automatic scripts of UAT test cases to conduct UAT in the automatic mode.

18 Annexure A – Broad Timeline

18.1 Priority of the functional modules

Sr. No.	Module Name	Applicable Taxes	Priority of modules
1.	Registration	VAT, PGT, ED and LA	1
2.	License Management	Excise	1
3.	Returns Filing	VAT, Excise, PGT, ED and LA	1
4.	Tax Payment	VAT, Excise, PGT, ED and LA	1
5.	Assessment	VAT, Excise, PGT, ED and LA	2
6.	Refunds	VAT, Excise, PGT, ED and LA	2
7.	Arrears and Recovery	VAT, Excise, PGT, ED and LA	2
8.	Central Forms Management	VAT	2
9.	Local Forms Management	VAT	2
10.	Objections and Appeals	VAT, Excise, PGT, ED and LA	3
11.	Record Management	VAT, Excise, PGT, ED and LA	3
12.	Internal Audit	VAT, Excise, PGT, ED and LA	3
13.	Policy Making	VAT, Excise, PGT, ED and LA	3
14.	Permit and Pass Management	Excise	1
15.	Taxpayer Ledger	VAT, Excise, PGT, ED and LA	1
16.	Monitoring & Inspection	VAT, Excise, PGT, ED and LA	3
17.	Workflow Management	VAT, Excise, PGT, ED and LA	1
18.	Mailing Solution	VAT, Excise, PGT, ED and LA	3
19.	Current EMS Solution integration	VAT, Excise, PGT, ED and LA	2
20.	Document Management System	VAT, Excise, PGT, ED and LA	2
21.	Business Productivity Suite	VAT, Excise, PGT, ED and LA	1
22.	Operating System	VAT, Excise, PGT, ED and LA	3
23.	Anti-virus and Anti-spam Solution	VAT, Excise, PGT, ED and LA	3
24.	Handheld devices and related	VAT, Excise, PGT, ED and LA	1

Sr. No.	Module Name	Applicable Taxes	Priority of modules
	system		
25.	Bar Coding Software	VAT, Excise, PGT, ED and LA	1
26.	Client Side executables to facilitate e-Filing	VAT, Excise, PGT, ED and LA	1

18.2 The Key Phases during project implementation along with the indicative timelines as anticipated by the Purchaser are:

Sr. No.	Milestone	Expected Time	Deliverables / Solutions
1.	Submission of detailed Project Management Plan, Exit Management Plan along with establishment of live project management dashboard	T + 6 weeks	Project Charter
2.	System Requirement Specifications ('SRS') for Priority 1 modules	T + 10 weeks	System Requirement Specifications document
3.	System Requirement Specifications ('SRS') for Priority 2 modules	T + 16 weeks	
4.	System Requirement Specifications ('SRS') for Priority 3 modules	T + 22 weeks	
5.	Specifications of IT infrastructure (encompassing Network, Servers, Hardware, Storage, System Software in the data center, disaster recovery center and office locations)	T + 12 weeks	Validated bill of materials and specifications of the IT infrastructure

6.	Development of the system for Priority 1 modules	T + 26 weeks	• Digitized and migrated Database • Full customization of the application software • Rollout for UAT • Application Software and other requirements such as source code, library files, DLL's, setup programs, documentation, etc.
7.	Development of the system for Priority 2 modules	T + 32 weeks	•
8.	Development of the system for Priority 3 modules	T + 38 weeks	•
9.	User Acceptance Testing for Priority 1 modules	T + 32 weeks	• Unit and Integration Testing Plan and Procedure • UAT Test cases • Testing report with fail / pass results and plan to fix the defects
10.	User Acceptance Testing for Priority 2 modules	T + 38 weeks	•
11.	User Acceptance Testing for Priority 3 modules	T + 44 weeks	•
12.	Completion of installation of hardware at SDC	T + 40 weeks	Certification by H-ETD or competent third party auditor nominated by H-ETD

13.	Completion of networking (last mile connectivity from SWAN PoP and office network)	T + 40 weeks	Certifications of completion given by H-ETD or competent third party auditor identified by H-ETD
14.	Completion of office computing infrastructure	T + 40 weeks	Certifications of completion given by H-ETD or competent third party auditor identified by H-ETD
15.	Pilot implementation for Priority 1 modules in two districts	T + 44 weeks	Certifications of deployment completion given by H-ETD or competent third party auditor identified by H-ETD
16.	Pilot implementation for Priority 2 modules in two districts	T + 50 weeks	
17.	Pilot implementation for Priority 3 modules in two districts	T + 56 weeks	
18.	Solution go-live for Priority 1 modules	T + 48 weeks	Certifications of deployment completion given by H-ETD or competent third party auditor identified by H-ETD
19.	Solution go-live for Priority 2 modules	T + 54 weeks	
20.	Solution go-live for Priority 3 modules	T + 60 weeks	

21.	Completion of DR site	T + 52 weeks	Certifications of completion given by H-ETD or competent third party auditor identified by H-ETD
22.	Completion of Training	T + 52 weeks	Training to H-ETD personnel, manuals, material and training completion report
23.	Completion of Data Digitization	T + 52 weeks	Certifications of completion given by H-ETD or competent third party auditor identified by H-ETD
24.	Stabilization of Integrated system operations for 90 days	T + 72 weeks	Certifications of successful operations of the integrated solution completion given by H-ETD or competent third party auditor identified by H-ETD
25.	Third party certification of the solution	T + 72 weeks	
26.	Development of Information Security Policies and Procedures (This activity to be started only after completion of solution Go-Live)	T + 72 weeks	Certifications of completion given by H-ETD or competent third party auditor identified by H-ETD
27.	Operation & Maintenance Support (Post Implementation Phase)	For the contract period (post Integrated solution operations)	For each year of support and maintenance phase: • Monthly log of service calls and problem resolution reports for Helpdesk • Quarterly Performance Monitoring Reports for the system • Updated system design documents, specifications for

			every change request • Latest source code, application deployment files, configuration files for entire solution • Updated user manuals, administration manuals, training manuals etc • Software change logs

T = Effective date of Contract

19 Annexure B – Workload Requirements

19.1 Overview

19.1.1 A workload analysis was carried out to facilitate system integrator in sizing of the infrastructure required to host the application in the three-tier architecture.

19.1.2 The current data was collected from various H-ETD Office Locations and an extrapolation of the future volumes at end of 5th year was done. This is presented in the following clauses.

19.2 No of Registered Dealers District wise

S. No.	District	Registered Dealers
1.	Ambala	11,637
2.	Bhiwani	5,596
3.	Faridabad East	11,579
4.	Faridabad West	20,208
5.	Fatehabad	4,587
6.	Gurgaon East	9,811
7.	Gurgaon West	16,281
8.	Hisar	8,731
9.	Jagadhari	9,982
10.	Jhajjar	5,468

S. No.	District	Registered Dealers
11.	Jind	5,589
12.	Kaithal	5,404
13.	Karnal	9,857
14.	Kurukshetra	6,055
15.	Mewat	656
16.	Narnaul	2,841
17.	Panipat	10,941
18.	Panchkula	5,443
19.	Rewari	4,486
20.	Rohtak	6,134
21.	Sirsa	8,293
22.	Sonipat	8,837
23.	Palwal	3,788
	TOTAL	**182,204**

19.3 No of transactions (approximately) Year Wise

	2008-09	2009-10	2010-11 (estimated)	2011-12 (estimated)	2012-13 (estimated)
Registrations	9,042	9,584	10,160	10,769	11,415
Returns	638,960	677,298	717,935	761,011	806,672
Refunds	7,000	7,000	7,000	7,000	7,000
Payments	638,960	677,298	717,935	761,011	806,672
Miscellaneous (Amendment to RC /Cancellation of RC/Duplicate RC)	9,042	9,584	10,160	10,769	11,415

Appeals	2,500	2,500	2,500	2,500	2,500

19.4 Number of sanctioned posts in Excise & Taxation Department

S. No.	Designation	No. of Sanctioned Post
1.	Excise & Taxation Commissioner (E.T.C)	1
2.	Additional ETC	7
3.	Joint ETC	10
4.	Deputy ETC	50
5.	JDL	3
6.	EO	1
7.	Programmer	1
8.	Excise & Taxation Officer ('ETO')	203
9.	Assistant ETO	135
10.	Superintendent	30
11.	Private Secretary	1
12.	Personal Assistant	8
13.	Taxation Inspector	644
14.	Excise Inspector	103
15.	Sr. Scale Stenographer	60
16.	Assistant / Head Clerk / Accountant. / J.A	192
17.	Steno Typist / Camp Clerk	234
18.	Clerk	493
Total		**2,176**

19.5 User Characteristics

19.5.1 It is estimated that there would be approximately 1,75,000 users on Internet application and 2,500 on intranet based application in Year 1. It is estimated that approximately 2,000 users

would be concurrent on the Internet system and 250 concurrent connect on intranet application.

19.6 Load Characteristics

19.6.1 Peak workload conditions generally prevail for every last week of quarter end with respect to transactional workload on internet application. Every last week of quarter end are relatively busier than the average working months.

19.6.2 It is estimated that 90-95% of return filing will be done in last week of quarter end.

19.6.3 It is estimated that a typical day would have 0800 hrs to 2000 hrs of effective work time and a typical month would have 20 working days of the H-ETD intranet application.

19.6.4 It is estimated that the off peak hours for H-ETD application would be between 2000 hrs to 0800 hrs. It is expected that some batch processing and reports process would be carried out in off-peak hours.

19.7 Website access

19.7.1 The Website of the department is accessed regularly by various users.

19.7.2 It is estimated that at the end of year 5, the following would be the expected traffic on the Website.

Parameter	Estimated at end of 5th year
Average no. of hits per day (Peak Time Last day of Quarter end)	1,80,000
Average no. of page views per day (Peak Time)	1,800,000
Peak no. of users per hour (0800hrs to 2000 hrs)	15, 000
Data transfer Peak day (in GB)	172
Data transfer Peak Hour (in GB)	14

20 Annexure D – Indicative list of required operational MIS reports

20.1 Value Added Tax

20.1.1 Registration, Amendment and Cancellation

- Register of applications for registration during as on specified date.
- Register of applications for amendment during as on specified date.
- Register of applications for cancellation during as on specified date.
- Register of Registered dealer during as on specified date.
- Register of cancelled dealer as on specified date.
- Register of rejected (application for registration) dealers during as on specified date.
- Register of unregistered dealers during as on specified date.
- Classification of functioning dealers on the basis of 'nature of businesses during as on specified date. (Name of business) Enterable, option for all
- Classification of functioning dealers on the basis of 'constitution of business' during as on specified date. (Constitution of business)
- Classification of functioning dealers on the basis of 'Type of registration' during as on specified date. (Voluntary/mandatory) Enterable
- List of dealers opting for composition scheme as on specific date.
- List of dealers withdrawing from the composition (midway/complete year) during as on specified date.
- Trade wise classification of functioning Dealers during as on specified date (Name of Trade) option for all.
- List of functioning dealers having turnover below threshold limit as on specified date. (Turnover) enterable
- List of functioning dealers having no income tax (PAN) no. As on specified date.
- List of functioning dealers having additional place(s) of business within Haryana as on specified date.
- (Go down/Branch/Factory/Other/All).
- Register of Surety dealers as on specified date (given/Obtained).
- List of dealers canceled during as on specified date.
- List of functioning dealers who have E-Mail address as on specified date.
- Classification of functioning dealers on the basis of major commodity of business as on specified date. (Commodity), option for all (Code/Name)
- Register of casual dealers.
- List of pending dealer applications as on specified date. (Registration/ Amendment/Cancellation/ all))
- List of Registration Applications transferred from one ward to another ward during specified period.
- List of dealers who have not given prescribed security as on specified date.
- List of dealers whose surety dealer(s) have got their RC's Cancelled as on specified date.
- List of dealers to whom show cause notices have been issued for suo-moto cancellation as on specified date.
- List of pending applications received for release of security as on specified date.
- List of dealers whose security has been forfeited during specified period.
- List of dealers shifting business place from one ward to another.
- Application fees collected
- Supporting Documents of applications
- Site Visit details of applications

- Site Visit details for Amendment
- Processing status of Amendment application
- Fees collected for Amendment
- Site Visit details for Cancellation
- Potential Tax collection status in respect of casual traders
- Type of Business of Dealers
- List of Banks of Dealer

20.1.2 Returns

- Quarterly mismatch report
- Quarterly return defaulter report
- Quarterly tax defaulter report
- Ad hoc trend reports
- Quarterly status of notices
- Central Concessional forms issued report
- TIN lock status
- Scrutiny details
- Details of Tax paid

20.1.3 Tax Payment

- List of total tax payment as on specified date.
- List of act wise total tax payment as on specified date.
- List of district wise total tax payment as on specified date.
- List of dealer wise total tax payment as on specified date.
- List of category of dealer wise total tax payment as on specified date.
- List of Amount wise total tax payment as on specified date.
- Statement of total tax payment within specific period.
- Statement of act wise total tax payment within specific period.
- Statement of district wise total tax payment within specific period.
- Statement of dealer wise total tax payment within specific period.
- Statement of amount wise total tax payment within specific period.
- Statement of total tax payment against additional demand within specific period.
- List of Demand Draft or Pay Order collected
- List of Utilization of Refund Adjustment Order of Interest Payment order
- Report of outstanding payments
- Reconciliation details of Payment

20.1.4 Assessment

- Dealer Summery sheet generated on basis of e-return filed
- List of returns submitted
- List of Voluntary tax paid
- List of returns defaulters
- List of dealer based on nature of assessment
- Dealer wise list of central forms submitted
- List of assessment pending for the relevant as on specified date
- List of assessment pending based on classification of dealer for the relevant period as on specified date

- List of notices issued
- List of adjournment given
- Report of dealer attendance for assessment
- List of assessment completed for the relevant period as on specified date
- Assessment disposal record
- List of refund allowed
- List of demand arose
- Summary report of Sales Purchase status
- District wise and month wise Assessment cases
- Amount of tax difference identified under Assessment

20.1.5 Refunds

- Quarterly list of provisional refund applications
- Dealer wise list of refund applications
- List of refund issued as a result of assessment
- List of adjustments made through refund adjustment order
- Category wise payments against which refund is issued
- List of court orders granting refund to the dealer.
- Refund Approval/Pending status
- Individual Dealer's Refund details/ History
- Processing Time of Refunds
- Origin of the Refunds

20.1.6 Arrears and Recoveries

- Monthly district wise recovery report
- Statement of pending arrears with status
- Report on Recovery training provided to the officers
- Ad hoc reports as required by the officers
- List of Demand/Penalty orders
- Detailed report of each demand/ penalty order
- Collection Amount from Arrears

20.1.7 Central Forms Management

- List of Central forms generated within specified period of time
- List of Central forms generated in favor particular state
- List of Central forms generated within particular district
- List of Central forms issued to any particular dealer
- List of Central forms issued to particular class of dealer
- List of Central forms generated sorted on basis of valuation.
- List of lost central forms intimated by the dealer
- Processing time of Forms

20.1.8 Other processes

- Statement of all notifications issued
- Statement of all clarifications issued
- Statement of all circulars issued
- Ad hoc reports on data trends
- Detailed report of Tax, Exemptions & Credits
- District wise and month wise Appeals raised

- Appellate authority wise disposal of cases
- Dealer wise details of current and past appeals
- Appeal wise processing status
- District wise Audit cases
- Details of Audit Case
- Audit cases referred for Investigation
- Active Audit Cases

20.2 Passenger and Goods Tax

20.2.1 Registration, Amendment and Cancellation

- Register of applications for registration during as on specified date.
- Register of applications for amendment during as on specified date.
- Register of applications for cancellation during as on specified date.
- Register of Registered owner during as on specified date.
- Register of cancelled owner as on specified date.
- Register of rejected (application for registration) owners during as on specified date.
- Register of unregistered owners during as on specified date.
- List of registered vehicles with registration certificate details and owner details
- Register of tax payment entries during as on specified date
- Register of penalties imposed during as on specified date
- Classification of functioning owners on the basis of 'style of businesses during as on specified date. (Name of business) Enterable, option for all
- Classification of functioning owners on the basis of 'location of business' during as on specified date. (Location of business)
- List of owners canceled during as on specified date.
- List of functioning owners who have E-Mail address as on specified date.
- List of defaulters with date and amount of default
- List of pending owner applications as on specified date. (Registration/ Amendment/Cancellation/ all))
- List of owners to whom show cause notices have been issued for suo-moto cancellation as on specified date

20.2.2 Returns

- List of Return received during as on specified date (as per selected category i.e. Transport stamps, passenger tickets and goods receipt).
- List of Returns during as on specified date.
- List of Returns marked as erroneous during as on specified date.
- List of Returns against those default assessment done during as on specified date.
- Mismatch report of challans details during as on specified date.
- List of owners deposited tax against assessment notice during as on specified date.
- List of owners doesn't respond to assessment notice during as on specified date.
- List of Non-filers for the given period as on specified date.
- List of Late filers for which penalty not yet levied the given period as on specified date.

20.2.3 Tax Payment

- Register of total tax payment as on specified date.
- Register of act wise total tax payment as on specified date.
- Register of district wise total tax payment as on specified date.
- Register of dealer wise total tax payment as on specified date.
- Register of category of dealer wise total tax payment as on specified date.
- Register of Amount wise total tax payment as on specified date.
- Statement of total tax payment within specific period.
- Statement of act wise total tax payment within specific period.
- Statement of district wise total tax payment within specific period.
- Statement of dealer wise total tax payment within specific period.
- Statement of amount wise total tax payment within specific period.
- Statement of total tax payment against additional demand within specific period.
- Register of Demand Draft or Pay Order collected
- Register of Utilization of Refund Adjustment Order of Interest Payment order

20.2.4 Assessment

- Dealer Summery sheet
- Register of returns submitted
- Register of returns defaulters
- Register of dealer based on nature of assessment
- Register of notices issued
- Register of dealer attendance for assessment
- Assessment disposal register
- Register of refund allowed
- Register of demand arisen

20.2.5 Refunds

- Quarterly list of provisional refund applications
- Owner wise list of refund applications
- List of refund issued as a result of assessment
- List of refund adjustment order and their amounts
- List of refund vouchers granted with amount of refund
- Category wise payments against which refund is issued
- List of court orders granting refund to the owner.

20.2.6 Recovery and Enforcement

- List of tax defaulters indicating the tax applicable and the tax pending on quarterly basis
- List of pending cases of recovery
- List of owners who have been issued additional demand notice
- List of owners who have pending penalties payments
- List of owners who have pending interest payments
- List of people who have submitted surety for a owner having arrears

- List of owners who have been issued notice of demand
- List of recovery made through surety
- List of recovery made after 40 day arrest
- District-wise and Circle wise monthly list of cases under various stages of the process of recovery
- List of immovable assets owned by the owners against whom land recovery act has been imposed
- List of recovery made through Land Revenue act
- Ward wise monthly recovery amount report
- Ad hoc reports on data trends

20.3 Excise

20.3.1 License Management

- History and records of all license applicants
- Online license applications including licenses for renewal
- Licenses granted by the Department
- List of surrendered and cancelled licenses
- List of allotees along with allotments of vends
- Payment status of each Licensee
- Allottee wise Site Visit and supporting document submission status
- Security Fees collected

20.3.2 Liquor Flow

- Online applications for permits
- System generated permit and passes
- Quota utilization reports
- District wise list of Permits issued
- Permit Fees payment status
- Licensee wise detail of Pass issue
- Statistics of class of spirit issued with details
- Transporter wise Pass Issued

20.3.3 Return

- List of returns submitted
- List of defaulters who did not file returns on time
- List of defaulters whose returns do no match Department's data on manufacturing units

20.3.4 Arrears and Recovery

- List of breach cases
- Records of SCN issued
- Records of penalties imposed and recoveries made

20.3.5 Monitoring and Inspection

- List of breach cases
- Records of penalties imposed
- Records of SCN issued
- Record of daily collections
- Statement of roadside checking cases

20.3.6 Refunds

- List of pending refunds
- List of the refunds approved

20.3.7 Remedies

- List of SCNs issued
- List of pending Appeals

20.3.8 Regulation of Manufacturing Unit

- Online D 9 reports
- Online daily reports
- Online D 13B and D14A

20.3.9 Grievance Redressal

- List of complaints made

21 Annexure E – List of H-ETD Offices

Sr. No.	District Name	Taxes administered	Office Address	Location of nearest SWAN PoP
1	Head Office, Panchkula	All Taxes	Vanijya Bhawan,Plot No i-3,Sector-5,Panchkula	4th Floor, Head Office Panchkula
2	Ambala (ST)	VAT	O/o DETC(ST) 23-A Staff Road, Ambala Cantt	O/o DETC(ST) Computer Room
3	Ambala(Excise)	Excise	DETC (Excise) 100, The Mall, Ambala Cantt.	Computer Cell, DETC(X)
4	Ambala	Range	O/o JETC(R) 23-A Staff Road, Ambala Cantt	O/o DETC(ST) Computer Room
5	Ambala	Appeal	Mini Secretariat, Ground Floor, Ambala City	Mini Secretariat, Ambala City
6	Gurgaon (E)	VAT	DETC(ST),Krishi Vigyan Bhawan ,Near Mini Secretariat, Gurgaon	Computer Cell, DETC,GRE
7	Gurgaon (W)	VAT	DETC(ST),Krishi Vigyan Bhawan ,Near Mini Secretariat, Gurgaon	Computer Cell, DETC,GRE
8	Gurgaon	Excise	O/o DETC(X),Sector 15,Part 1,Gurgaon	Computer Cell, DETC,GRE
9	Gurgaon	Range	O/o JETC(R),Sector 15,Part 1,Gurgaon	Computer Cell, DETC,GRE

Sr. No.	District Name	Taxes administered	Office Address	Location of nearest SWAN PoP
10	Faridabad(E)	VAT	SCO- 28-33,Sector -12,Bikri Kar Bhawan Faridabad	D.C Office Sector 12
11	Faridabad(W)	VAT	SCO- 28-33,Sector -12,Bikri Kar Bhawan Faridabad	D.C Office Sector 12
12	Faridabad	Excise	SCO- 28-33,Sector -12,Bikri Kar Bhawan Faridabad	D.C Office Sector 12
13	Faridabad	Range	SCO- 28-33,Sector -12,Bikri Kar Bhawan Faridabad	D.C Office Sector 12
14	Faridabad	Appeal	SCO- 28-33,Sector -12,Bikri Kar Bhawan Faridabad	D.C Office Sector 12
15	Fatehabad	VAT	Bhisnoi Dharamshala, Sirsa Road, FTB	Computer Cell, DETC(ST)
16	Fatehabad	Excise	Bhisnoi Dharamshala, Sirsa Road, FTB	Computer Cell, DETC(ST)
17	Rohtak	VAT	Opp D Park,Near CM residence, Rohtak	Computer Cell, DETC(ST)
18	Rohtak	Excise	6,Chnakya Puri,Near Sheela Bye Pass Chok, Rohtak	Computer Cell, DETC(ST)
19	Rohtak	Appeal	274,Subhash Nagar, Model Town, Rohtak	Computer Cell, DETC(ST)

Sr. No.	District Name	Taxes administered	Office Address	Location of nearest SWAN PoP
20	Rewari	VAT	R-291,Model Town, Rewari L-291,Model Town, Rewari	Mini Secretariat, DC office
21	Rewari	Excise	Mini Secretariat, Rewari	Mini Secretariat, DC office
22	Kurukshetra	VAT	O/o DETC (ST), Kurukshetra SCO 209-210, Sec-10, Near New Bus Stand, Kurukshetra	New Bus Stand, Kurukshetra (Distance-About One KM)
23	Kurukshetra	Excise	Mini Secretariat, 3rd Floor, Kurushetra	Mini Secretariat, DC office
24	Sirsa	VAT	Vanijya Bhawan, Near Mini Secretariat, Sirsa	Mini Secretariat, DC office
25	Sirsa	Excise	Vanijya Bhawan, Near Mini Secretariat, Sirsa	Mini Secretariat, DC office
26	Panipat	VAT	PLOT NO - 179, SECTOR 25, PART-II, HUDA , PANIPAT	PLOT NO - 179, SECTOR 25, PART-II, HUDA , PANIPAT
27	Panipat	Excise	SEEMA COMPLEX, MODEL TOWN, PANIPAT	SEEMA COMPLEX, MODEL TOWN, PANIPAT
28	Jhajjar	VAT	Chotu Ram Dharmshala, Bhagat Singh Chok, Rohtak Road, Jhajjar	Chotu Ram Dharmshala, Bhagat Singh Chok, Jhajjar
29	Jhajjar	Excise	Subhash Nagar, Jhajjar	Chotu Ram Dharmshala, Bhagat Singh Chok, Jhajjar

Sr. No.	District Name	Taxes administered	Office Address	Location of nearest SWAN PoP
30	Bhiwani	VAT	Mini Secretariat, Bhiwani	DETC(ST) office, Computer Cell
31	Bhiwani	Excise	Mini Secretariat, Bhiwani	DETC(ST) office, Computer Cell
32	Kaithal	VAT	Mini Secretariat, Kaithal	DETC(ST) office, Computer Cell
33	Kaithal	Excise	R-3,Sector-19,Part 2,Kaithal	DETC(ST) office, Computer Cell
34	Hisar	VAT	Mini Secretariat,3rd floor, Hisar	MINI SECTT GROUND FLOOR
35	Hisar	Excise	Mini c,3rd floor, Hisar	MINI SECTT GROUND FLOOR
36	Hisar	Range	Mini Secretariat, 3rd floor, Hisar	MINI SECTT GROUND FLOOR
37	Karnal	VAT	Old Secretariat, Near Ashoka Cinema, Karnal	Mini Secretariat, Sector-12, Karnal
38	Karnal	Excise	Old Secretrait, Near Ashoka Cinema, Karnal	Mini Secretariat, Sector-12, Karnal
39	Narnaul	VAT	Opp.City Police Station, Tayal Bhawan, Narnaul	DC Office ,Narnaul
40	Narnaul	Excise	Rewari Road, Newar PACL Bhawan, Narnaul	DC Office ,Narnaul

Sr. No.	District Name	Taxes administered	Office Address	Location of nearest SWAN PoP
41	Jagadhri	VAT	Old Courts Complex, Jagadhri, district Yamuna Nagar.	Mini Secretariat, Jagadhri.
42	Jagadhri	Excise	Old Courts Complex, Jagadhri, district Yamuna Nagar.	Mini Secretariat, Jagadhri.
43	Jind	VAT	2nd floor, Mini Secretariat Jind	Ground Floor, Mini Secretariat Jind
44	Jind	Excise	Near Bus Stand, DRDA Complex, Jind	Ground Floor, Mini Secretariat Jind
45	Sonipat	VAT	Kothi No 1, Krishna Nagar, Kath Mandi, Sonepat	Computer Room in the O/o DETC (ST) Sonepat
46	Sonipat	Excise	Subhash Chok, Kache Kawater	Computer Room in the O/o DETC (ST) Sonepat
47	Mewat	VAT	Huda Field Hostel, Rojka Meo, Mewat	In the office premises
48	Mewat	Excise	Huda Field Hostel, Rojka Meo, Mewat	In the office premises
49	Palwal	VAT	O/o DETC(ST),I Civil Line, Opposite Devi Lal Park, G.T.Road, Palwal	DC Office ,Palwal
50	Palwal	Excise	O/o DETC(ST),I Civil Line, Opposite Devi Lal Park, G.T.Road, Palwal	DC Office ,Palwal

Sr. No.	District Name	Taxes administered	Office Address	Location of nearest SWAN PoP
51	Panchkula	VAT	Mini Secretariat, Panchkula	Mini Secretariat, Panchkula
52	Panchkula	Excise	Mini Secretariat, Panchkula	Mini Secretariat, Panchkula
53	Dabwali(Sirsa)	Sub office of Sirsa District	Near SDM office, Chotala Road Dabwali	Mini Secretariat
54	Tohana(Fatehabad)	Sub office of Fatehabad District	Bhuna Road,Near Govt. College, Tohana	Mini Secretariat
55	Charkhidadri (Bhiwani)	Sub office of Bhiwani District	Sale Tax office, Near Bus Stand, Chanrkhidadri	Mini Secretariat
56	Hansi(Hisar)	Sub office of Hisar District	Mini Secretariat, G.T. road, Hansi	Mini Secretariat
57	Ambala City	Sub office of Ambala District	Behind D.A.V College, Palika Vihar, Ambala City	Mini Secretariat
58	Narvana (Jind)	Sub office of Jind District	ETO office, Mini Secretariat,1st floor, Jind	Mini Secretariat
59	Shabad (Kurukshetra)	Sub office of Kurukshetra District	Old Municipal Committee, Brara Road, Shabad	Mini Secretariat

22 Annexure F – Hardware and Application Details at Existing SDC / NOC

22.1 Available infrastructure at NOC

S. No.	Equipment Name	Quantity	Make/Code
WAN Equipments – SNMC (Mini Secretariate – SHQ Chandigarh)			
1	Core Router	1	Cisco 7613
2	SSL VPN	1	Cisco ASA 5540
3	Firewall for WAN 2 Blades	1	Cisco Firewall Blade (2)
4	Internet Firewalls	2	Check Point FW-1
5	Internet Router	2	Cisco 3845
6	Core Switch	1	Cisco 6513-Catalyst Cisco WS-C6513
7	Ethernet Switch	4	Cisco 3750-Catalyst Cisco WS-C3750G
8	IP Telephony System (S/w & H/w)	1	Cisco MSC 7845 with Call Manager 4.2
9	Unified Messaging (S/w & H/w)	1	Cisco Unity 4.0 + MSC 7835 (2 Nos.)
10	MCU for video conferencing with LCD TVs of 47” Size	1	Cisco MCU/3545 + Sony/Toshiba LCDTV
11	Server for Messaging (with cluster software and OS)	3	IBM x3500 Intel DC Xeon 5050 30 GHz/667MHz
12	Server for Directory	2	IBM x3500 Intel DC Xeon 5050 30 GHz/667MHz
13	Server for web and domain	1	IBM x3500 Intel DC Xeon 5050 30 GHz/667MHz
14	Server to Authentication, Authorization & Accounting	1	IBM x3500 Intel DC Xeon 5050 30 GHz/667MHz
15	Server for Network Management Solution with necessary Tools	1	IBM x3500 Intel DC Xeon 5050 30 GHz/667MHz
16	Server for Help Desk with necessary tools and windows server Standard 2003 R2 English OLP	1	IBM x3500 Intel DC Xeon 5050 30 GHz/667MHz
17	IP Phones (to be deployed across the state)	600	Cisco CP -7961G

S. No.	Equipment Name	Quantity	Make/Code
18	Physical Access Security Control	1	Eureka Forbes
19	Intrusion protection system for WAN	2	Cisco IPS Blades (2) IDSM2
20	Intrusion protection system with necessary tools for SHQ DMZ Network	1	Cisco IPS 4255 (Box)
Software			
21	Network Management Solution software with necessary tools	1	Cisco LMS Cisco CSM CA
22	Helpdesk system software along with necessary SLA management tools	1	
23	Security Audit tools	1	
24	Virus and Span control	1	
25	Web Server Software	1	Sun Micro Systems (Sun web server 6.X)
26	Messaging and Directory solution for min 3000 users		Windows Server Enterprise 2003 R2 English OLP (Qty 3)
			Windows Server CAL 2003 English OLP (Qty 3000)
			Exchange Server Ent. 2003 English OLP (Qty 2)
			Exchange Ser. Standard 2003 English OLP (Qty 1)
			Exchange CAL 2003 All Language OLP User CAL (Qty 3000)
			Microsoft Antigen for Exchange Licenses (Per User License)(Qty 3000)
			Microsoft Antigen Spam manager (Per User License)(Qty 3000)
			Windows Server Standard 2003 R2 English OLP (Qty 3000)

S. No.	Equipment Name	Quantity	Make/Code
			Office LCS CAL 2005 WinNT English OLP User CAL (Qty 3000)
			Office LCS Enterprise 2005 English OLP (Qty 3)
			Office LCS CAL 2005 WinNT English OLP User CAL (Qty 3000)
			SQL Svr Standard Edtn 2005 English OLP (Qty 1)
27	Authentication, Authorization & Accounting Software	1	Cisco CS-ACSE 1113-K9
28	Operating System for Server	7	Windows Server Standard 2003 R2English OLP
29	Messaging Server Software with Access Licenses for 3000 Users	1	Microsoft as per S.No.26 above
30	Server Monitoring Software (with database software) (for monitoring 15 servers initially)	1	
31	System Management Server (with database software and licenses) including Asset management tools	As Required	
32	Proxy Server	1	Windows server standard 2003 R@ English OLP
33	SLA Management software with necessary tools	1	
Other Equipments			
34	42u Racks 600mm*800mm	5	Comrack CRF-F6842
35	UPS 50 KVA 1+1 with 1hr backup	1	Power ware PW 9305
36	42u Racks 600mm*800mm	2	Comrack CRF- F61042
37	LAN Cabling	As per the project needs	AMP
38	CAT-6, UTP cables, patch cord, I/Os, PVC console, shielded cables, patch panels, etc.		AMP

S. No.	Equipment Name	Quantity	Make/Code
39	Power cabling		AMP
40	Other equipments		Gatekeeper Cisco 2811 (Qty 3), Voice Gateway, Make Cisco 2821, Qty 2 and adaptors, Qty 166

DNMC		
SR NO	**NAME OF PRODUCT**	**Qty**
1	CISCO 7206 VXR/NPE-G1 ROUTER	2
2	CISCO 2801 ROUTER	2
3	CISCO CATLYST WS 3750 24-PS	1
4	CISCO WS-C3750-12S-E	1
5	CISCO ASA 5520-AIP20-K9	1
6	CISCO 675 AC RPS	1
7	IBM SERVER X3500	1
8	Tritronics 7.5 KVA UPS	2
9	15 KVA GENSET	1
HETD End (Mode Of Connectivity - Lease Line)		
SR NO	**NAME OF PRODUCT**	**Qty**
1	Cisco - 1841 HSEC/K9 Router	1
2	Cisco Catalyst WS-C2960 - 24TT-L-Switch	1
3	TRITONICS/UPS-1KVA With Accessories	1
DETC End (Mode Of Connectivity - Fiber)		
SR NO	**NAME OF PRODUCT**	**Qty**

1	Cisco Catalyst WS-C2960 - 24TT-L-Switch	1
2	TRITONICS/UPS-1KVA With Accessories	1

22.2 Available infrastructure at SDC

S.NO	Type	Host Name	Model No.	HDD + S	Fiber Card
1	Blade Server Chassis 2	Blade01	7870A2A	2x300GB	Yes
2	Blade Server Chassis 2	Blade02	7870G2A	2x300GB	Yes
3	Blade Server Chassis 2	Blade03	7870A2A	2x300GB	Yes
4	Blade Server Chassis 2	Blade04	7870A2A	2x300GB	Yes
5	Blade Server Chassis 2	HEHEALTH005	7870G2A	2x146GB	No
6	Blade Server Chassis 2	Blade01	7870G2A	2x146GB	Yes
7	Blade Server Chassis 2	Blade02	7870G2A	2x146GB	Yes
8	Blade Server Chassis 2	HBACKUP008	7870A2A	2x146GB	No
9	Blade Server Chassis 2	HSYMANTEC009	802844A	2x146GB	No
10	Blade Server Chassis 2	HSPECTRUM0010	802844A	2x146GB	No
11	Blade Server Chassis 2	HNSM0011	802844A	2x146GB	No
12	Blade Server Chassis 2	HSDESK0012	802844A	2x146GB	No
13	Blade Server Chassis 2	HACCESS0013	802844A	2x146GB	No
14	Blade Server Chassis 2	HWILY0014	802844A	2x146GB	No
15	Blade Server Chassis 1	HDC006	7870A2A	2x146GB	No
16	Blade Server Chassis 1	HADC007	7870A2A	2x146GB	No

S.NO	Type	Host Name	Model No.	HDD + S	Fiber Card
17	Blade Server Chassis 1	Blade03	7870G2A	2x146GB	Yes
18	Blade Server Chassis 1	Blade04	7870G2A	2x146GB	Yes
19	Blade Server Chassis 1	Blade05	7870G2A	2x146GB	Yes
20	Blade Server Chassis 1	Blade06	7870G2A	2x146GB	Yes
21	Blade Server Chassis 1	Blade07	7870G2A	2x146GB	Yes
22	Blade Server Chassis 1	Blade08	7870G2A	2x146GB	Yes
23	Blade Server Chassis 1	Blade09	7870G2A	2x146GB	Yes
24	Blade Server Chassis 1	Blade10	7870G2A	2x146GB	Yes
25	Blade Server Chassis 1	Blade11	7870G2A	2x146GB	Yes
26	Blade Server Chassis 1	Blade12	7870G2A	2x146GB	Yes
27	Blade Server Chassis 1	Blade13	7870G2A	2x146GB	Yes
28	Blade Server Chassis 1	Blade14	7870G2A	2x146GB	Yes
29	Rack Based Servers	X3550	7944B2A	2x300GB	No
30	Rack Based Servers	X3550	7944B2A	2x300GB	No
31	Rack Based Servers	X3550	7944B2A	2x300GB	No
32	Rack Based Servers	HORACLEDB0029	72334LA	4x146GB	Yes
33	Rack Based Servers	HSQLDB0030	72334LA	4x146GB	Yes
34	Rack Based Servers	HSQLDB0031	72334LA	4x146GB	Yes
35	Rack Based Servers	X3850 M2	72334LA	4x146GB	Yes
36	Rack Based Servers	X3850 M2	72334LA	4x146GB	Yes
37	Rack Based Servers	X3850 M2	72334LA	4x146GB	Yes

S.NO	Type	Host Name	Model No.	HDD + S	Fiber Card
38	IBM Storage	DS3400	1726HC4	12x1TB	
39	IBM Storage	DS5020	181420A	16x450GB	
40	IBM Storage	EXP-810	181281A	4x1TB	
41	IBM Tape Drive	TS3310	3576L5B		
42	IBM Tape Drive	TS3310	3576E9U		

23 Annexure F – Current state of IT at H-ETD

23.1 The following software applications have been implemented in the Department & its field locations:

23.1.1 Dealer Master Information System (DMIS): It captures the basic information about dealers and stores it in the database. The main functionalities of the module include Grant of Registration Certificate (RC), allotment of unique 11 digit TIN No., Amendment of RC, Cancellation of RC, Transfer in & out of Districts and standardization.

23.1.2 Daily Collection Register Monitoring System (DCRMS): This module stores details of revenue collected daily from dealers in treasury for various payment types of tax like Voluntary Tax, Recovery Demand, Fees, Duty, Security etc., The main Functionalities of the Module include Add/Modify/View of Challans, Import Challans from Treasury, Cross Verify Challans with Treasury, reporting Collection Of Revenue Under Various Heads, reconciliation of DCR with Treasury.

23.1.3 VAT – Returns Processing System (VAT-RPS): Returns received from dealers are entered into this module. This module accepts inputs as per the forms prescribed by the government and it can give the output of Tax Defaulters, Return Defaulters after submission of returns. It also identifies any discrepancies in the data submitted by performing basic mathematical and logical checks. However there has been minimal Data feeding in this module.

23.1.4 Form Inventory Monitoring System (FIMS): This module keeps track of various forms issuance from Head Office to District Office, District Office to Agents/Dealers. The main Functionalities of the module includes Acceptance of Issuance of forms from Press to Head Office, Acceptance of Issuance of forms from Head Office to District, Issuance of forms to Dealers in the district, Issuance of forms to Agents, Used/Unused Forms returned by Agents/Dealers.

24 Annexure G- For Functional Specifications – Core Software

24.1 Registration

Tax	Documents Required	Estimated Size	Estimated Requirement
VAT	a. PAN card b. Business Address and Name proof c. Road Map of premises d. Photograph e. Dealer identity proof	10 Pages	The system should provide a minimum upload size to support the mentioned information
Excise	a. PAN card b. Business Address and Name proof c. Photograph d. Dealer identity proof	8 Pages	The system should provide a minimum upload size to support the mentioned information
PGT	a. Owner's PAN b. Owner's address proof c. Owner's identity proof d. Vehicle transport RC	8 pages	The system should provide a minimum upload size to support the mentioned information
Entertainment Tax	a. Owner's PAN b. Owner's address proof c. Owner's identity proof	8 pages	The system should provide a minimum upload size to support the mentioned information
Luxury Tax	a. PAN card b. Business Address and Name proof c. Road Map of premises d. Photograph e. Dealer identity proof	10 Pages	The system should provide a minimum upload size to support the mentioned information

24.2 Returns Filling

Tax	Information submitted with Returns
VAT	a. LP1 – List of purchase of goods purchased outside the State (and sold outside the State) for the quarter ended b. LP2 - List of purchase of goods in the course of export of goods out of the territory of India for the quarter ended c. LP3 - List of purchase of goods in the course of interstate trade or commerce for the quarter ended d. LP4 - List of purchase of goods in the course of import of the goods into the territory of India for the quarter ended e. LP5 - List of goods imported into the State for the quarter ended f. LP6 - List of goods received for sale from other VAT dealers in the State for the quarter ended g. LP7 - List of purchase of goods in the State for the quarter ended h. LP8 - List of goods returned and escalation or de-escalation in the price of goods purchased for the quarter ended i. LS1 - List of sale of goods sold outside the State (and purchased outside the State) for the quarter ended j. LS2 - List of sale of goods in the course of interstate trade and commerce for the quarter ended k. LS3 - List of sale of goods in the course of import of the goods into the territory of India for the quarter ended l. LS4 - List of sale of goods in the course of export of the goods out of the territory of India for the quarter ended m. LS5 - List of sale of goods to UNICEF, UNTAB, WHO, other prescribed UN Bodies and Foreign Missions for the quarter ended n. LS6 - List of goods consigned for sale to agents (who are VAT dealers) In the State for the quarter ended o. LS7 - List of goods exported out of the State (consignment / transfers) for the quarter ended p. LS8 - List of goods disposed of otherwise than by sale for the quarter ended q. LS9 - List of sale of goods in the State for the quarter ended r. LS10 - List of goods returned and escalation or de-escalation in the price of goods sold for the quarter ended
PGT	a. Record of tickets used

24.3 Refund

Tax	Information submitted with Refund claim
VAT	a. R1 - Return form b. CIN (tax payment proof)
Excise Tax	a. CIN (payment proof)
PGT	a. CIN (tax payment proof)

Tax	Information submitted with Refund claim
	b. Return filed, if applicable
Entertainment Tax	a. CIN (tax payment proof) b. Return filed, if applicable
Luxury Tax	a. CIN (tax payment proof) b. Return filed, if applicable

24.4 Central Forms

Tax	Type of Central Forms to be issued
VAT - CST	a. Form C b. Form E I c. Form E II d. Form F e. Form H f. Form I

24.5 Local Forms

Tax	Type of Local Forms to be issued
VAT - CST	a. VAT D1 b. VAT D 2 c. VAT D3 Outward d. VAT D3 Inward

SECTION 5 – SERVICE LEVEL AGREEMENT ('SLA')

5 Service Level Agreement 2

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5 Service Level Agreement

5.1 Purpose of this Agreement

5.1.1 The purpose of this Service Level Agreement (hereinafter referred to as SLA) is to clearly define the levels of service which shall be provided by the Bidder to H-ETD for the duration of this contract.

5.1.2 The benefits of this SLA are to:

- Trigger a process that applies H-ETD and the Bidder's management attention to some aspect of performance when that aspect drops below an agreed upon threshold, or target.
- Makes explicit the expectations that H-ETD has for performance.
- Helps H-ETD control the levels and performance of Bidder services.

5.1.3 The Bidder and H-ETD shall maintain a monthly contact to monitor the performance of the services being provided by the Bidder and the effectiveness of this SLA

5.1.4 This Service Level Agreement is between the Bidder and H-ETD.

5.2 Definitions

5.2.1 For purposes of this Service Level Agreement, the definitions and terms as specified in the contract along with the following terms shall have the meanings set forth below:

- "Availability" shall mean the time for which the services and facilities offered by the Bidder are available for conducting operations from the H-eCT solution.
- "Downtime" is the time the services and facilities are not available to H-ETD and excludes the scheduled outages planned in advance for the H-eCT solution.
- "Helpdesk Support" shall mean the Bidder's 24x7x365 centre which shall handle Fault reporting, Trouble Ticketing and related enquiries during this contract.
- "Incident" refers to any event / abnormalities in the functioning of the solution / Services that may lead to disruption in normal operations.
- Severity for Problem Requests/Defect Fixes: The severity of a problem request or defects fixes would be based on the business impact of the problem. Severity is defined as follows:

Severity	Definition
Critical	**For Live Operations:** Showstoppers involving major functional failure in the application. There are no usable workarounds available to troubleshoot the problem. **For UAT**: Fatal Errors like General Protection Fault, system hangs and testing cannot proceed till error is fixed.
High	**For Live Operations:** Users face severe functional restrictions in the application irrespective of the cause. Workarounds are time consuming. **For UAT**: Serious Program behaviour inconsistent to functional requirements, or data rendered inconsistent and testing cannot proceed in that area till error is fixed.
Medium	**For Live Operations**: Moderate functional restrictions in the application irrespective of the cause.

Severity	Definition
	Has a convenient and readily available workaround. Affects a few users. **For UAT**: Minor errors to be corrected, but testing can proceed with work around solutions.
Low	**For Live Operations**: Requiring cosmetic functional changes. Does not require any workaround. It may include user query / suggestions but has no business impact. **For UAT**: Suggestions/ Comments. Improves user-interface or functionality. General remarks not necessarily meant for improvement.

- Classification of Excise & Taxation department districts for SWAN uptime SLA:

S. No.	District	Priority wise Classification
1.	Faridabad West	**Large**
2.	Faridabad East	
3.	Gurgaon West	
4.	Gurgaon East	
5.	Ambala	
6.	Panipat	
7.	Sonipat	
8.	Jagadhari	**Medium**
9.	Karnal	
10.	Hisar	
11.	Sirsa	
12.	Kurukshetra	
13.	Rohtak	
14.	Bhiwani	
15.	Jhajjar	
16.	Panchkula	
17.	Rewari	
18.	Jind	**Small**
19.	Kaithal	
20.	Fatehabad	
21.	Narnaul	
22.	Mewat	
23.	Palwal	

5.3 Description of Services Provided

5.3.1 The exact scope and boundaries of services provided as part of this Contract Agreement are detailed in Section IV - Scope of Work and annexure therein of this tender.

5.4 Service Level Agreements & Targets

5.4.1 This SLA document provides for minimum level of services required as per contractual obligations based on performance indicators and measurements thereof. The Bidder shall ensure provisioning of all required services while monitoring the performance of the same to effectively comply with the performance levels.

5.4.2 The services provided by the Bidder shall be reviewed by the H-ETD and H-ETD shall:

- Check performance of the Bidder against this SLA every month and consider any key issues of the past period's performance statistics including major incidents, service trends, etc.
- Discuss escalated problems, new issues and matters still outstanding for resolution.
- Review of statistics related to rectification of outstanding faults and agreed changes.
- Obtain suggestions for changes to improve the service levels.
- Penalties shall be imposed either annually or on immediate next payment milestone

5.4.3 In case desired, H-ETD may initiate an interim review to check the performance and the obligations of the Bidder. The SLA may be reviewed and revised in accordance to the procedures detailed in Clause 5.15, SLA Change Control. The procedures in Clause 5.14 will be used if there is a dispute between H-ETD and the Bidder on what the performance targets should be.

5.4.4 The SLA has been logically segregated in the following categories:

- Implementation phase
- Performance of System
- Quality of Services and System Audit
- Technical Support Services
- Call center Helpdesk
- Compliance Procedures
- Training Feedback
- Data Digitization

5.4.5 The following measurements and targets shall be used to track and report performance on a regular basis. The targets shown in the following table are applicable for the duration of the contract.

5.4.6 Following baseline will be considered while calculating penalty against SLA breach:

- Cost component with reference to Section 2.45. - Payment Schedule of 02 HETD Section II - General Conditions of the Contract.

Sr. No.	Category of service / phase	Baseline for calculating penalty against SLA breach
1.	Implementation phase	Component A = (M1 + M2 + M3 + M4)
2.	Performance of System	Component B = M5
3.	Quality of Services	Component C = M5
4.	Technical Support Services	Component D = M5
5.	Helpdesk & Facility Management	Component E = M5
6.	Compliance to Procedures	Component F = M5
7.	Training Feedback	Component G = (M6 + M7)
8.	Data Digitization	Component I = M8

5.5 Implementation phase

Sr. No.	Measurement	Definition	Target	Penalty
User Acceptance testing				
1.	UAT Defect Density – Severity Level wise Defects	The SI shall maintain UAT defect log and categorize and assign severity rating to each defect encountered. Defect Density – Severity Level wise will be calculated for UAT from 2nd round of User testing	Defect Level – Critical	
			Per Defect	Rs. 100, 000 /-
			Defect Level – High	
			Per Defect	Rs. 70, 000 /-
			Defect Level – Medium	
			Per Defect	Rs. 35, 000 /-
			Defect Level – Low	
			Per Defect	Rs. 20, 000 /-
2.	Completion of Pilot - Rollout of system at pilot locations	Completion of Pilot - Rollout of system would mean, Go-live of the system at pilot locations, such that all application users at these locations are able to use the centralized application, to the satisfaction of the users & purchaser and confirming	< 4 weeks delay in Rollout of system at pilot location	No Penalty
			<= 12 weeks to > 4 weeks delay in Rollout of system at pilot location	1 % every week delay of the **"Component A"**

Sr. No.	Measurement	Definition	Target	Penalty
		to the application response time parameters as defined in this tender document.	> 12 weeks delay in Rollout of system at pilot location	Event of Default & Escalation to H-ETD and Bidder's Management
3.	Rollout of system at all H-ETD locations	Completion of Rollout of system would mean, Go-live of the system at all designated locations, such that all application users at these locations are able to use the centralized application, to the satisfaction of the users & purchaser and confirming to the application response time parameters as defined in this tender document.	< 8 weeks delay in Rollout of system at pilot location	No Penalty
			<= 12 weeks to > 8 weeks delay in Rollout of system at pilot location	1 % every week delay of the **"Component A"**
			> 12 weeks delay in Rollout of system at pilot location	Event of Default & Escalation to H-ETD and Bidder's Management

5.6 Performance of System – System Integrator

Sr. No	Measurement	Definition	Target	Penalty
1.	Average time taken for opening Internet portal (Home page) from remote site at 256 Kbps connectivity	Script based checking every 10 minutes daily (8 am to 8 pm) Quarterly average from the log. Script based checking to be facilitated by system integrator.	Through a Leased line <= Average daily 10 seconds	No Penalty
			Through a Leased line, > Average daily 10 seconds	0.05% of the **"Component B"**
2.	Average time for submission of forms / data by H-ETD Staff Average e-form size 100 KB and 256 Kbps connectivity	Random check (100 instances per quarter) would be conducted for determining average time	<= 5 seconds	No Penalty
			> 5 seconds	0.05% of the **"Component B"**
3.	Average time for submission of forms/ data by Taxpayers	Random check (100 instances per quarter) would be	< 1 minute	No Penalty

Sr. No	Measurement	Definition	Target	Penalty
	(Time between pressing the 'submit' button and generation of acknowledgement of successful or unsuccessful submission from the system)	conducted, during peak hours, for determining average time. One way SSDG maximum response time of 3 seconds included.	> 1 minute	0.05% of the **"Component B"**
4.	Availability of all online citizen services (Primary / DR as the case may be)	Script based checking every 10 minutes daily (8 am to 8 pm) Quarterly average from the log. Script based checking to be facilitated by system integrator. Non- availability of even one of the agreed services would amount to deviation for this purpose	>= 99.75%	No penalty
			Continuous downtime for more than 30 minutes	2% of the "**Component B"**
			>= 99.74% to < 99.75%	4% of the **Component B"**
			>= 99.72% to < 99.74%	6% of the **Component B"**
			>= 99.70% to < 99.72%	10% of the **Component B"**
			< 99.70%	Event of Default & Escalation to H-ETD and Bidder Management
5.	Availability of all services from all HETD offices for internal users	Script based checking every 10 minutes daily (8 am to 8 pm) Quarterly average from the log. Script based checking to be facilitated by system integrator. Non- availability of even one of the agreed services would	>= 99.75%	No Penalty
			Continuous downtime for more than 30 minutes	0. 05 % of the **"Component B"**
			>= 99.74% to < 99.75%	0.1 % of the **"Component B"**

Sr. No	Measurement	Definition	Target	Penalty
		amount to deviation for this purpose Penalty will be calculated for each location.	>= 99.72% to < 99.74%	0.2% of the **"Component B"**
			>= 99.70% to < 99.72%	Event of Default & Escalation to H-ETD and Bidder Management
6.	Concurrent connects to the intranet application	Simulated the stated loads and testing the system performance using load-testing tools	250 Concurrent Users Per Minute	
7.	Concurrent connects to the Web services	Simulated the stated loads and testing the system performance using load-testing tools. Monthly Check	2,000 Concurrent Users per minute	

5.7 Performance of System – SWAN Nodal Agency/SDC/SSDG

Sr. No	Measurement	Definition	Target
1.	Network Uptime with components for sites using SWAN	Uptime = {1 - [(Total Storage and network component downtime) / (Total Time – Maintenance Time)]} Total Time shall be measured on 24*7 basis Any downtime for maintenance shall be with prior written intimation to the Purchaser	Minimum 99 % up time for Large & Medium Districts Measured on a quarterly basis
			Minimum 97 % up time for small districts Measured on a quarterly basis
2.	SDC Shared Infrastructure including SAN, Power, Back up , Tape library etc.	Total Time shall be measured on 24*7 basis Any downtime for maintenance	Minimum 99.75 % up time measured on a quarterly basis

Sr. No	Measurement	Definition	Target
		shall be with prior written intimation to the Purchaser	
3.	SWAN Bandwidth	Testing the SWAN bandwidth performance using bandwidth testing tools (8 am to 8 pm) Quarterly check	Minimum 10 kbps per user dedicated unshared
4.	SDC Application user bandwidth	Testing the SDC bandwidth performance using bandwidth testing tools Quarterly check	=> 5 Mbps
5.	SDC Internet user bandwidth for portal users	Testing the SDC bandwidth performance using bandwidth testing tools Quarterly check	=> 15 Mbps Normal time => 20 Mbps last week every quarter ending (Peak time)
6.	SSDG Response time	Quarterly check from logs	Max response time 3 sec 3 seconds for at least 95% of transactions in any 1 hour window of time

5.8 Quality of Services

Sr. No.	Measurement	Definition	Target	Penalty
Application Maintenance				
1.	Scheduled Maintenance	Measures timely maintenance of the ICT Infrastructure equipment The SI shall provide a detailed ICT Infrastructure maintenance plan on the commencement of the	100 % of scheduled maintenance should be carried out as per maintenance plan submitted by the SI. Any scheduled maintenance needs to be planned and intimated to H-ETD at least 2 working days in advance.	2% of the **"Component C"** (for every non-compliance)

Sr. No.	Measurement	Definition	Target	Penalty
		project.		
Manpower Availability				
2.	Resource availability for SI Services	No. of shift days for which resource present at the designated location / Total no. of shift days	>99% averaged over all resources designated for SI services and calculated on a quarterly basis	No Penalty
			>=98.5 % to < 99% averaged over all resources designated for SI services and calculated on a quarterly basis	2% of the **"Component C"**
			>=97 % to < 98.5% averaged over all resources designated for SI services and calculated on a quarterly basis	3% of the **"Component C"**
			>=95.5 % to < 97% averaged over all resources designated for SI services and calculated on a quarterly basis	5% of the **"Component C"**
			< 95.5 % averaged over all resources designated for SI services and calculated on a quarterly basis	Event of Default & Escalation to H-ETD and Bidder Management

5.9 Technical Support Services

Sr. No.	Measurement	Definition	Service Level Target	Penalty
1.	Response time (Only for problem request / defect fixes)	**"Response Time",** means time taken (after the request has been logged at the helpdesk and escalated to SI team) by the respective SI staff in responding to	At least 99% of the calls within 60 minutes	No penalty
			>= 97% to < 99% of the calls within 60 minutes	1% of the "**Component D**"
			>= 95% to < 97%	2% of the

Sr. No.	Measurement	Definition	Service Level Target	Penalty
		the call and updating the status of the call in the Help Desk system. The response time would include: • Call diagnosis • Categorization into problem request/change requests for defect fixes • Assign severity levels to PRs • Tentative timelines for further action.	calls within 60 minutes	"**Component D**"
			>= 90% to < 95% calls within 60 minutes	3 % of the "**Component D**"
			<90% calls within 60 minutes	5 % of the "**Component D**"
2.	Resolution Time	**"Resolution Time",** means time taken by the SI staff to troubleshoot and fix the problem/defect from the time the call has been escalated to the SI team till the delivery of the solution to the H-ETD for UAT and subsequently updates the status of the call in the Help Desk system.	**Level of call - Critical**	
			At least 99% calls to be resolved within 2 working days	No penalty
			>= 97% to < 99% calls to be resolved within 2 working days	1% of the "**Component D**"
			>= 95% to < 97% calls to be resolved within 2 working days	2% of the "**Component D**"
			< 95% calls to be resolved within 2 working days	3% of the "**Component D**"
				Any 3 consecutive months of any of the above default will lead to termination of contract
			Level of call - High	

Sr. No.	Measurement	Definition	Service Level Target	Penalty
			At least 99% calls to be resolved within 3 working days	No penalty
			>= 97% to < 99% calls to be resolved within 3 working days	0.55% of the "**Component D**"
			>= 95% to < 97% calls to be resolved within 3 working days	1.5% of the "**Component D**"
			< 95% calls to be resolved within 3 working days	2% of the "**Component D**"
				Any 3 consecutive months of any of the above default will lead to termination of contract
			Level of call - Medium	
			At least 99% calls to be resolved within 4 working days	No penalty
			>= 97% to < 99% calls to be resolved within 4 working days	0.5% of the "**Component D**"
			>= 95% to < 97% calls to be resolved within 4 working days	0.75% of the "**Component D**"
			< 95% calls to be resolved within 4 working days	1 % of the "**Component D**"
				Any 3 consecutive months of any of the above default will lead to

Sr. No.	Measurement	Definition	Service Level Target	Penalty
				termination of contract
			Level of call - Low	
			At least 99% calls to be resolved within one business week	No penalty
			>= 97% to < 99% calls be resolved within one business week	0.5% of the "**Component D**"
			>= 95% to < 97% calls to be resolved within one business week	0.75% of the "**Component D**"
			< 95% calls to be resolved within one business week	1 % of the "**Component D**"
				Any 3 consecutive months of any of the above default will lead to termination of contract

5.10 Helpdesk & Facility Management

Sr. No.	Measurement	Definition	Measurement Interval	Service Level Target	Penalty
1.	Availability of Toll - Free Lines at Help Desk Locations	Uptime = {1 - [(Toll Free Line downtime) / (Total Time)]} Total Time shall be measured on 8*6	Quarterly	Minimum 95 % up time measured on a Quarterly basis per toll-free line 100% of the toll-free lines should	No penalty

Sr. No.	Measurement	Definition	Measurement Interval	Service Level Target	Penalty
		basis Downtime shall be measured from the time the Toll Free Line at a help desk becomes unavailable to the respective users to the time it becomes available		meet the above Target	
				Minimum 95 % uptime measured on a Quarterly basis per toll-free line >= 99.0% to < 100% of the toll-free lines meeting the above target	1% of the "**Component E**"
				Minimum 95 % uptime measured on a Quarterly basis per toll-free line >= 97.0% to < 99 % of the toll-free lines meeting the above target	2% of the "**Component E**"
				Minimum 95 % uptime measured on a Quarterly basis toll-free line >= 95.0% to < 97 % of the toll-free lines meeting the above target	3% of the "**Component E**"
				Minimum 95 % uptime measured on a Quarterly basis toll-free line	5% of the "**Component E**"

Sr. No.	Measurement	Definition	Measurement Interval	Service Level Target	Penalty
				< 95 % of the toll-free lines meeting the above target	

5.11 Compliance Procedures

Sr. No.	Measurement	Definition	Measurement Interval	Target	Penalty
1.	Incident Reporting	Any failure/incident on any part of the solution shall be communicated immediately to H-ETD as an exceptional report giving details of impact, if any.	Quarterly	100% incidents to be reported to H-ETD within 1 hour with the cause and action for the incident.	No Penalty
				Delay beyond an hour	1% of the "**Component F**" for every hour's delay on an incremental basis.
			Quarterly	100% incident log to be submitted to H-ETD that comprises exceptional & normal reportable activities by 5th of every Quarter for the previous quarter.	No Penalty
				Delay beyond the date of submission	0.1% of the "**Component F**" for every day's delay on an incremental basis.

Sr. No.	Measurement	Definition	Measurement Interval	Target	Penalty
2.	Information Security	Any failure/incident on any part of the information security breach shall be communicated immediately to H-ETD as an exceptional report giving details of impact, if any.	Quarterly	100% incidents to be reported to H-ETD within 1 hour with the cause and action for the incident.	No Penalty
				Delay beyond an hour	1% of the "**Component F**" for every hour's delay on an incremental basis.
			Quarterly	100% incident log to be submitted to H-ETD that comprises exceptional & normal reportable activities by 5th of every Quarter for the previous quarter.	No Penalty
				Delay beyond the date of submission	0.1% of the "**Component F**" for every day's delay on an incremental basis.

Sr. No.	Measurement	Definition	Measurement Interval	Target	Penalty
3.	Change Management	Measurement of quality and timeliness of changes to the solution	Quarterly	100% of changes should follow formal change control procedures. All changes need to be approved by H-ETD.	0.1% of the "**Component F**" for every non-compliance incident.
				All changes should be implemented on time and as per schedule & without any disruption to business.	0.1% of the "**Component F**" for every non-compliance incident.
4.	Implementation of Audit Recommendations	Implementation of audit recommendations by H-ETD or its auditor which have been agreed by Bidder & H-ETD to be implemented.	Half-yearly	100% on time to be implemented as per timelines agreed upon with H-ETD.	0.1% of the "**Component F**" for every non-compliance incident.
5.	Adherence to Backup Policy	The SI shall adhere to the Backup Policy developed in consultation with H-ETD.	Quarterly	100% adherence to Backup policy	0.1% of the "**Component F**" for every non-compliance incident.
6.	DR Drill	The SI shall adhere to the DR Policy developed in consultation with H-ETD.	Quarterly	100% of the time the drill should happen as per schedule mentioned in the H-ETD's DR policy	0.1% of the "**Component F**" for every non-compliance

5.12 Training

Sr. No.	Measurement	Definition	Target	Penalty
1.	Training Content	Average of feedback from every participant of the training programme. Participants would be asked to provide feedback on the content of the training programme on the following scale: 5: Excellent 4: Good 3: Moderate 2: Needs Improvement 1: Unsatisfactory	5	No Penalty
			4	No Penalty
			3	No penalty
				Three successive 'moderate' ratings for the same training program would lead to penalty of 2% of the **"Component G"**
			2	2% of the **"Component G"**
			1	5% of the **"Component G"**
2.	Training Impact	Average of feedback from every participant of the training programme. Participants would be asked to provide feedback on the impact of the training programme on the following scale: 5: Excellent 4: Good 3: Moderate 2: Needs Improvement 1: Not Useful	5	No Penalty
			4	No Penalty
			3	No penalty
				Three successive 'moderate' ratings for the same training program would lead to penalty of 2% of the **"Component G"**
			2	2% of the **"Component G"**
			1	5% of the **"Component G"**

5.13 Data Digitization

Sr. No.	Measurement	Definition	Target	Penalty
1.	Data Digitization	Completion of data digitization as per project plan	<= 6 Week to > 1 Week delay in data digitization	1 % every week delay of the **"Component I"**
			> 6 Weeks delay in data digitization	Event of Default & Escalation to H-ETD and Bidder Management

5.14 Issue Management Procedures

5.14.1 General

- Issue Management process provides for an appropriate management structure towards orderly consideration and resolution of business and operational issues in the event of a quick consensus not reached between H-ETD and Bidder.
- Implementing such a process at the commencement of services shall significantly improve the probability of successful issue resolution. It is expected that this pre-defined process will only be used on an exception basis if issues are not resolved at operational levels.

5.14.2 Issue Management Procedures

- Either H-ETD or Bidder may raise an issue by documenting the business or technical problem, which presents a reasonably objective summary of both points of view and identifies specific points of disagreement with possible solutions.
- The H-ETD and the Bidder will determine which committee or executive level should logically be involved in resolution. A chain of management escalation is defined in Clause 5.17.3 of this document.
- A meeting or conference call will be conducted to resolve the issue in a timely manner. The documented issues will be distributed to the participants at least 24 hours prior to the discussion if the issue is not an emergency requiring immediate attention.
- The H-ETD and the Bidder shall develop an interim solution, if required, and subsequently the permanent solution for the problem at hand. The Bidder will then communicate the resolution to all interested parties.
- In case the issue is still unresolved, the arbitration procedures described in the contract will be applicable.

5.15 SLA Change Control

5.15.1 General

- It is acknowledged that this SLA may change as H-ETD's business needs evolve over the course of the contract period. This document also defines the following management procedures:
    1. A process for negotiating changes to the SLA.
    2. An issue management process for documenting and resolving difficult issues.
    3. H-ETD and Bidder management escalation process to be used in the event that an issue is not being resolved in a timely manner by the lowest possible level of management.
- Any changes to the levels of service provided during the term of this Agreement will be requested, documented and negotiated in good faith by both parties. Either party can request a change. Changes will be documented as an addendum to this SLA and subsequently to the contract.
- If there is any confusion or conflict between this document and the contract, the Tender and its addenda, the Contract will supersede.

5.15.2 SLA Change Process

- The parties may amend this SLA by mutual agreement in accordance with terms of this contract. Changes can be proposed by either party**. The Bidder can initiate an SLA review with the H-ETD**. Normally, the forum for negotiating SLA changes will be H-ETD's monthly meetings. Unresolved issues will be addressed using the issue management process described in Clause 5.13 of this document.
- The Bidder shall maintain and distribute current copies of the SLA document as directed by H-ETD. Additional copies of the current SLA will be made available at all times to authorized parties.

5.15.3 Version Control

- All negotiated SLA changes will require changing the version control number. As appropriate, minor changes may be accumulated for periodic release (e.g. every quarter) or for release when a critical threshold of change has occurred.

5.16 Responsibilities of the Parties

5.16.1 Bidder

- Bidder is responsible for executing this contract and delivering the services, while maintaining the specified performance targets.
- Additionally the Bidder is responsible for:
    - Reporting problems to H-ETD as soon as possible

- Assisting H-ETD in management of the SLA
- Providing early warning of any organizational, functional or technical changes that might affect Bidder's ability to deliver the services.
- Assisting H-ETD to address and resolve issues from time to time.

- Bidder shall take immediate action to identify problems and follow up with appropriate action to fix them as quickly as possible

5.16.2H-ETD

- H-ETD is responsible for:
  - Reporting defects and problems to the Bidder as soon as possible
  - Assisting Bidder in management of the SLA
  - Providing early warning of any organizational, functional or technical changes that might affect Bidder's ability to deliver the services described in the SLA.
  - Assisting Bidder to address and resolve issues from time to time

5.17 Penalties

5.17.1The total quarterly deduction should not exceed 25% of the applicable fee.

5.17.2Two consecutive quarterly deductions of more than 20 % of the applicable fee on account of any reasons, will be deemed to be an event of default and termination as per Clause 2.20 and 2.23 respectively of *Section II - General Conditions of the Contract* and the consequences as provided in Clause 2.24 of the *Section II - General Conditions of the Contract* shall follow.

5.17.3Management Escalation Procedures & Contact Map

- The purpose of this escalation process is to provide a quick and orderly method of notifying both parties that an issue is not being successfully resolved at the lowest possible management level. Implementing this procedure would mean that H-ETD and Bidder management are communicating at the appropriate levels.

5.17.4Escalation Procedure

- Escalation should take place on an exception basis and only if successful issue resolution cannot be achieved in a reasonable time frame.
  - Either H-ETD or Bidder can initiate the procedure
  - The "moving party" should promptly notify the other party that management escalation will be initiated
  - Management escalation will be defined as shown in the contact map below
  - Escalation will be one level at a time and concurrently

5.17.5Contact Map

Escalation Level	Department Representative with contact Details	Bidder* Representative with contact Details
Level 1: Project Manager		
Level 2: Project Director		
Level 3: Steering Committee		

Bidder shall provide information for the following:

a) *Chief Executive Officer*

b) *Project Manager*

c) *Data Centre Manager for each Data Centre*

d) *Team Members/ Engineers*

5.18 Acceptance of SLA

IN WITNESS WHEREOF, the parties hereto have caused this Service Level Agreement to be executed by their respective authorized representatives.

For and on behalf of:	**For and on behalf of:**
_____Bidder	**_____H-ETD**
Place: _____	Place: _____
Date: _____	Date: _____
Name: _____	Name: _____
Title: _____	Title: _____
Office Seal: _____	Office Seal: _____

Technical Requirements Specifications - Core Software
Implementation of Commercial Taxes e-Governance in Haryana
Excise and Taxation Department, Haryana

Item	Description
1.1	Registration
1.2	Return Filing
1.3	Tax Payment
1.4	Assessment
1.5	Refunds
1.6	Arrears & Recoveries
1.7	Central Form Management
1.8	Local Form Management
1.9	Remedies
1.10	Other Processes
1.11	Taxpayer Ledger
1.12	Liquor Flow
1.13	Monitoring & Inspection
1.14	Security Management
1.15	Clarification / Advance Ruling

Methodology for marking response to Functional Requirement Specifications:
a) Standard – The feature is part of the proposed solution functionality and will be readily available for implementation.
b) Customizable – The feature is presently not available and will have to be custom developed.
c) Not available

Methodology for marking response to Functional Requirement Specifications:
a) Each Functional Requirements Specification can be responded as YES / NO / PARTIALLY MET.
b) In case of response is PARTIALLY MET, it will be mandatory to provide comment in support of the same. If comment is not provided, the response will be treated as NO.
c) Bidder's response as PARTIALLY MET or NO will be evaluated during Technical Evaluation.

Instructions for filling Annexure	
1	It is **mandatory** to fill up **all sheets** provided under this **Annexure**
2	Bidder should fill up the specification sheets in the given format using MS-Excel.
3	Bidder should ensure that none of the listed parameters are modified, deleted and no additional parameter is added. (Remarks, if any, should be indicated separately in the Remarks column)
4	In case the Bidder is proposing any additional product category that is not listed in this section, he may use additional sheets.
5	In case the software proposed by the Bidder has multiple modules/components that are priced and sold separately, the Bidder should use additional sheets for each such module/component and include the licensing policy and number of licenses proposed for the same in the respective sheets. The same should also be reflected in the Commercial Bid format as new line items with the above said references.
6	Wherever **minimum requirements** are specified, it is **mandatory** to indicate with a YES or NO, whether the solution being offered **complies to the minimum requirements** stated. In case of non-compliance, Details/remarks must be provided.
7	It is mandatory to fill up the "Bidder's Response" column against all the listed parameters / features.
8	**Incomplete/ missing information or information not adhering to the prescribed format may not be considered during evaluation of bid and/or for award of marks.**
9	The SI is advised not to make any changes to any information in the functional requirements. For example, insert a row or delete a row or modify any other information like change the functionality required, etc. In case the SI modifies any information the response would be rejected.

Functional Requirements Specifications
Implementation of Commercial Taxes e-Governance in Haryana
Excise and Taxation Department, Haryana

Function Name: Registration (Registration/ Amendment/ Cancellation)

Sr. No.	Nature of Requirement	Sub-Module	Requirement Description	Requirement applicable for					Requirement available (Yes/ No)	Standard/ Customized/ Not available	Bidder's Comments
				VAT	Excise Tax	PGT	Entertainment Duty	Luxury Act			
REG.REQ.001	Form Design	All	The system should have forms required for registration / amendment / cancellation incorporated in client Side executable utility for e-Filing of forms	✓	✓	✓	✓	✓			
REG.REQ.002	Access Rights	All	The system should have provision for capturing details required in the client Side executable utility for log-in to the portal. Certain mandatory details such as (illustrative): - Dealer name: - Business Name: - Email ID: (Username) - Mobile: - Business Address: - PAN: - UID Number - Password	✓	✓	✓	✓	✓			
REG.REQ.003	Access Rights	All	The system should assign email address of user as username (mandatory)	✓	✓	✓	✓	✓			
REG.REQ.004	Access Rights	All	The system should have provision for sending verification mail to the users registered mail.	✓	✓	✓	✓	✓			
REG.REQ.005	Access Rights	All	The system shall be capable of enabling user online account only after user fulfiling the verfication mail activities successfully.	✓	✓	✓	✓	✓			
REG.REQ.006	Access Rights	All	The system should have a mechanism for resetting and emailing the new password to the users registered email ID, in case a taxpayer forgets his password	✓	✓	✓	✓	✓			
REG.REQ.007	Access Rights	All	The system must prompt the taxpayer to change the password on the first login on the portal	✓	✓	✓	✓	✓			
REG.REQ.008	Functional Requirement	Registration	The system should prompt the taxpayer to select the tax under which he wants to register (VAT, Excise, PGT etc.).	✓	✓	✓	✓	✓			
REG.REQ.009	Functional Requirement	Registration	System should further capture the type of taxpayer such as: - VAT Regular Dealer - VAT Casual dealer - PGT Lump sum taxpayer - Different Licensee for Excise, - Entertainment Dealer - Entertainment Casual Dealer, - Luxury Dealer, etc.	✓	✓	✓	✓	✓			
REG.REQ.010	Functional Requirement	Registration	The system should have provision to capture details of casual dealer - allotment of temporary TIN, cancellation of TIN, payment received as advanced tax, difference in tax calculation	✓	✓	✓	✓	✓			
REG.REQ.011	Functional Requirement	All	The system should have provision to capture form details and signing of the same digitally using client Side executable utility	✓	✓	✓	✓	✓			
REG.REQ.012	Security Requirement	All	System should allow the taxpayer to complete the application and upload the documents. However, the system should not allow the registration to be submitted without a digital signature. The taxpayer will be required to provide the Acknowledgement number at the department for submission of the application	✓	✓	✓	✓	✓			

Functional Requirements Specifications
Implementation of Commercial Taxes e-Governance in Haryana
Excise and Taxation Department, Haryana

Function Name: Registration (Registration/ Amendment/ Cancellation)

Sr. No.	Nature of Requirement	Sub-Module	Requirement Description	Requirement applicable for					Requirement available (Yes/ No)	Standard/ Customized/ Not available	Bidder's Comments
				VAT	Excise Tax	PGT	Entertainment Duty	Luxury Act			
REG.REQ.013	Alternate Mode Requirement	All	Alternatively once forms are submitted without digital signature, system should flag it as incomplete till the dealer comes to department and submit the documents along with signed acknowledgment generated by the system	✓	✓	✓	✓	✓			
REG.REQ.014	Alternate Mode Requirement	All	Alternatively, System should allow the department to upload the scanned copies of the supporting documents on behalf of the taxpayer. The client Side executable utility form shall capture the options chosen by the taxpayer for the same	✓	✓	✓	✓	✓			
REG.REQ.015	Functional Requirement	All	System must support uploading of scanned supporting documents from the client Side executable utility. There must be a check for ensuring upload of all mandatory documents	✓	✓	✓	✓	✓			
REG.REQ.016	Functional Requirement	All	The system should have provision for pre-scrutnize to check the CIN/ TR number to validate payment of registration fee and security amount using messaging gateway	✓	✓	✓	✓	✓			
REG.REQ.017	Form Design	All	The form in client Side executable utility should have mandatory fields marked out clearly. The system should not allow submission of the form without completing the mandatory fields	✓	✓	✓	✓	✓			
REG.REQ.018	Acknowledgement Receipt	All	System should generate a acknowledgement receipt on submission of the form	✓	✓	✓	✓	✓			
REG.REQ.019	Functional Requirement	All	The system must forward the application for processing of TIN/ Registration number and verification only once all required mandatory documents have been submitted	✓	✓	✓	✓	✓			
REG.REQ.020	Interface Requirement	All	The system shall provide user aid, lookup tables for various fields in the form as assistance to the taxpayer in filling the form with little or no error	✓	✓	✓	✓	✓			
REG.REQ.021	Security Requirement	Registration	The system shall allow registering the digital certificate of the taxpayer submitted along with the registration forms. The taxpayer can use the same to authenticate its online transactions with the system. Class II certificate will be used	✓	✓	✓	✓	✓			
REG.REQ.022	Functional Requirement	All	The system should generate an application number on submission of the application form and supporting documents. This application number acts as an acknowledgement for the taxpayer	✓	✓	✓	✓	✓			
REG.REQ.023	Interface Requirement	All	The submitted form must be available to the department in read-only form. Any required changes will have to be requested by the department and made at the taxpayers end	✓	✓	✓	✓	✓			
REG.REQ.024	Functional Requirement	All	System should allow competent authority to accept / reject the application	✓	✓	✓	✓	✓			
REG.REQ.025	Functional Requirement	Registration	Once TIN/ Registration number is generated, the system should create a taxpayer account with TIN/ Registration number as the unique identifier	✓	✓	✓	✓	✓			
REG.REQ.026	Functional Requirement	All	The system should generate a change log with details like name of the user making the changes, timestamp of transaction, etc, in case any change is made to the registration record	✓	✓	✓	✓	✓			

Functional Requirements Specifications
Implementation of Commercial Taxes e-Governance in Haryana
Excise and Taxation Department, Haryana

Function Name: Registration (Registration/ Amendment/ Cancellation)

Sr. No.	Nature of Requirement	Sub-Module	Requirement Description	Requirement applicable for					Requirement available (Yes/ No)	Standard/ Customized/ Not available	Bidder's Comments
				VAT	Excise Tax	PGT	Entertainment Duty	Luxury Act			
REG.REQ.027	Form Design	All	System should allow authorized user to submit details of site visit. A form should be uploaded to capture details such as (illustrative): - Date of visit - Dealer address - TIN - Business type - Comments	✓	✗	✗	✓	✓			
REG.REQ.028	Form Design	All	The system must contain a provision for preparation of site verification reports. The authorized user should be able to submit his comments into the system	✓	✓	✓	✓	✓			
REG.REQ.029	Functional Requirement	All	An application can have one of the following status (illustrative): - Draft - Submitted - Accepted - Rejected - Clarification Required	✓	✓	✓	✓	✓			
REG.REQ.030	Functional Requirement	All	The system should have provision to track status online via portal using assigned username and password	✓	✓	✓	✓	✓			
REG.REQ.031	Functional Requirement	All	The system should ask for a mandatory reason/ comment when status is changed to 'Rejected' or 'Clarification Required'	✓	✓	✓	✓	✓			
REG.REQ.032	Functional Requirement	All	The system should send an auto-mailer and sms to the taxpayer, along with any accompanying comments, every time there is a status change	✓	✓	✓	✓	✓			
REG.REQ.033	Form Design	All	The system should allow the taxpayer to add/ modify details in the same client Side executable utility form if it is sent back as 'Clarification Required'.	✓	✓	✓	✓	✓			
REG.REQ.034	Functional Requirement	Registration	The system should have a provision to automatically deem the registration application as complete, if the application is not processed within the stipulated time.	✓	✗	✗	✓	✓			
REG.REQ.035	Functional Requirement	Registration	The system must automatically render the TIN/Registration Number permanent and close the application once the online application is marked as complete and verified,	✓	✗	✗	✓	✓			
REG.REQ.036	Functional Requirement	All	The system shall have provision for creation of dealer and commodity master record once the dealer registration is approved	✓	✓	✓	✓	✓			
REG.REQ.037	Functional Requirement	Amendment/ Cancellation	Applications need to be submitted within a stipulated time of contingency and/ or closure of business. The system should have a provision to validate this date and mandate upload of supporting documents	✓	✓	✓	✓	✓			
REG.REQ.038	Functional Requirement	Cancellation	The system must have a provision for auto-generation of clearance certificate for a vehicle. Clearance certificate can be generated only when all tax liabilities of the vehicle are cleared	✗	✗	✓	✗	✗			
REG.REQ.039	Functional Requirement	All	The system should flag late applications, so the authorized user can levy appropriate penalties	✓	✗	✓	✓	✓			
REG.REQ.040	Functional Requirement	Cancellation	The system should be able to identify cases for cancellation based on some pre-defined criteria and appropriate approvals from higher authorities	✓	✗	✓	✓	✓			

Functional Requirements Specifications
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Sr. No.	Nature of Requirement	Sub-Module	Requirement Description	Requirement applicable for					Requirement available (Yes/ No)	Standard/ Customized/ Not available	Bidder's Comments
				VAT	Excise Tax	PGT	Entertainment Duty	Luxury Act			
REG.REQ.041	Functional Requirement	All	Taxpayer should be able to correct any business, contact etc. details on the system by raising a request. The system will allow auto-approval for pre-defined details	✓	✓	✓	✓	✓			
REG.REQ.042	Functional Requirement	Cancellation	The system should post an alert, if a cancelled taxpayer is a surety for another taxpayer	✓	✗	✓	✓	✓			
REG.REQ.043	Functional Requirement	Cancellation	System should cancel all taxpayer rights once cancellation is initiated by taxpayer himself	✓	✓	✓	✓	✓			
REG.REQ.044	Functional Requirement	Cancellation	In case cancellation is initiated by Department, System should cancel all taxpayer rights after show cause notice expires	✓	✓	✓	✓	✓			
REG.REQ.045	Functional Requirement	Registration	The system shall be capable of validating Pan no from CBDT website	✓	✓	✓	✓	✓			
REG.REQ.046	Functional Requirement	Registration	The system should raise an alert and auto-generate a show cause notice if the taxpayer does not pay the security in the stipulated time. The system should mail the notice to the user	✓	✓	✓	✓	✓			
REG.REQ.047	Functional Requirement	Registration	The system should be able to classify taxpayers into risk ratings based on a pre-defined risk algorithm. (Note: SI should assist department in defining algorithm)	✓	✓	✓	✓	✓			
REG.REQ.048	Functional Requirement	Registration	The system should have a facility which allows an outsider to verify TIN/Registration number of another dealer	✓	✓	✓	✓	✓			
REG.REQ.049	Functional Requirement	Registration	The system should have a link which auto uploads/ updates the TIN data on TINXSYS	✓	✗	✗	✓	✓			
REG.REQ.050	Functional Requirement	Online Application Form	System should provide provision to apply for more than 50 different types of licenses	✗	✓	✗	✗	✗			
REG.REQ.051	Functional Requirement	Online Application Form	System should provide list of documents need to be attached as per the selected license	✗	✓	✗	✗	✗			
REG.REQ.052	Functional Requirement	Online Application Form	System must conduct history check on the applicant with respect to his previous dues, previous year's code of conduct, any complains against applicant	✗	✓	✗	✗	✗			
REG.REQ.053	Functional Requirement	Online Application Form	System should provide following provisions to the licensee: 1. Apply for new license 2. Renewal of license 3. Cancellation / Surrender of license	✗	✓	✗	✗	✗			
REG.REQ.054	Functional Requirement	Online Application Form	System should be able to generate 11 digit unique license number in the following format for the new applicant: DDCCLLXXXYY DD - 2 digit district code CC - 2 Check digits LL - 2 digit license code XXX - 3 digit random number YY - 2 digit for year of grant of license	✗	✓	✗	✗	✗			
REG.REQ.055	Functional Requirement	Online Application Form	System should provide provision to upload the committee reports / site visit reports, as applicable to grant of certain licenses	✗	✓	✗	✗	✗			
REG.REQ.056	Functional Requirement	Online Application Form	System should alert Excise officers on the expiry of the Letter of Intent	✗	✓	✗	✗	✗			

Functional Requirements Specifications
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Excise and Taxation Department, Haryana

Function Name: Registration (Registration/ Amendment/ Cancellation)

Sr. No.	Nature of Requirement	Sub-Module	Requirement Description	Requirement applicable for					Requirement available (Yes/ No)	Standard/ Customized/ Not available	Bidder's Comments
				VAT	Excise Tax	PGT	Entertainment Duty	Luxury Act			
REG.REQ.057	Functional Requirement	User Account Management	System should be able to track the status of license approval based on the acknowledgment number generated at time of license application	✗	✓	✗	✗	✗			
REG.REQ.058	Functional Requirement	User Account Management	in case of certain licenses, system should be able to issue Letter of Intent to the applicant	✗	✓	✗	✗	✗			
REG.REQ.059	Functional Requirement	Alerts / Reminders	System should be able to send alerts / reminders to the taxpayer for renewal of the license before due date	✗	✓	✗	✗	✗			
REG.REQ.060	Functional Requirement	Status Track	System should keep track of licenses to be renewed and licenses to be allocated again	✗	✓	✗	✗	✗			
REG.REQ.061	Functional Requirement	Calculation of reserve price	In case of re-allotment, system should be able to calculate the correct reserve price of the vend based on the business rule	✗	✓	✗	✗	✗			
REG.REQ.062	Functional Requirement	e-Tender	System should be able to reflect the vends for which tender has to be invited	✗	✓	✗	✗	✗			
REG.REQ.063	Functional Requirement	e-Tender	System should allow only registered applicant to apply for the bid	✗	✓	✗	✗	✗			
REG.REQ.064	Functional Requirement	e-Tender	System should allow download of the tender document to the registered applicants	✗	✓	✗	✗	✗			
REG.REQ.065	Functional Requirement	e-Tender	System should allow department to publish the tender document with respect to each vend	✗	✓	✗	✗	✗			
REG.REQ.066	Functional Requirement	e-Tender	System should allow download of tender document only after purchase fees has been paid by the applicant	✗	✓	✗	✗	✗			
REG.REQ.067	Functional Requirement	e-Tender	System should be able to accept CIN as payment towards tender document	✗	✓	✗	✗	✗			
REG.REQ.068	Functional Requirement	e-Tender	System should have customizable forms for tender submission	✗	✓	✗	✗	✗			
REG.REQ.069	Functional Requirement	e-Tender	System should not allow submission of tender post due date and time	✗	✓	✗	✗	✗			
REG.REQ.070	Functional Requirement	e-Tender	System should allow only applicants with digital signature to apply through e-tender	✗	✓	✗	✗	✗			
REG.REQ.071	Functional Requirement	e-Tender	System should be able to create hash and super hashes for creating a sealed tender	✗	✓	✗	✗	✗			
REG.REQ.072	Functional Requirement	e-Tender	System should not allow any tampering with the bid post bid submission	✗	✓	✗	✗	✗			
REG.REQ.073	Functional Requirement	e-Tender	System should not allow opening on tender, before due date and time	✗	✓	✗	✗	✗			
REG.REQ.074	Functional Requirement	e-Tender	System should display a dashboard with all the tenders for a particular vend on same screen for easy evaluation	✗	✓	✗	✗	✗			
REG.REQ.075	Functional Requirement	e-Tender	System should be able to shortlist tenders on basis of business rule	✗	✓	✗	✗	✗			
REG.REQ.076	Functional Requirement	e-Tender	System should be able to award the vend to the lowest commercial bidder	✗	✓	✗	✗	✗			
REG.REQ.077	Functional Requirement	e-Tender	System should be able to generate comparative statement for the tenders received for each vend	✗	✓	✗	✗	✗			
REG.REQ.078	Functional Requirement	e-Tender	System should be able to calculate vend reserve price based on the quota lifted in last year, consumption pattern of the area, potential of the vend etc	✗	✓	✗	✗	✗			
REG.REQ.079	Functional Requirement	e-Tender	If security for the vend is not paid within stipulated period, system should give alerts to the excise office	✗	✓	✗	✗	✗			

Functional Requirements Specifications
Implementation of Commercial Taxes e-Governance in Haryana
Excise and Taxation Department, Haryana

Function Name: Registration (Registration/ Amendment/ Cancellation)

Sr. No.	Nature of Requirement	Sub-Module	Requirement Description	Requirement applicable for					Requirement available (Yes/ No)	Standard/ Customized/ Not available	Bidder's Comments
				VAT	Excise Tax	PGT	Entertainment Duty	Luxury Act			
REG.REQ.080	Functional Requirement	e-Tender	System should reject the Tenderer or lucky applicant , in case security is not received on time	✗	✓	✗	✗	✗			
REG.REQ.081	Functional Requirement	e-Tender	System should be able to start the new project in case previous allocation is cancelled	✗	✓	✗	✗	✗			
REG.REQ.082	Functional Requirement	MIS Reports	System should be able to generate (illustrative) following reports: 1. Vend wise allocation details 2. Vend wise bids received and result 3. List of defaulters who have not renewed license 4. List of vends to be re-allotted 5. List of vends cancelled in period	✗	✓	✗	✗	✗			
REG.REQ.083	Functional Requirement	General	System should be able to provide license number to the old licenses	✗	✓	✗	✗	✗			
REG.REQ.084	Security Requirement	General	System should be able to print bar codes on the licenses generated from the system	✗	✓	✗	✗	✗			
REG.REQ.085	Functional Requirement	General	System should maintain history of all the previous license holders of excise tax	✗	✓	✗	✗	✗			
REG.REQ.086	Functional Requirement	Entertainment Permission	System shall enable capture of cinema hall details like number of seats and ticket cost for various types of seats	✗	✗	✗	✓	✗			
REG.REQ.087	Functional Requirement	Entertainment Permission	System shall provide registration process for entertainment providers and casual entertainers	✗	✗	✗	✓	✗			
REG.REQ.088	Functional Requirement	Entertainment Permission	System shall enable allotment of Unique registration number	✗	✗	✗	✓	✗			
REG.REQ.089	Functional Requirement	PGT Registration	System shall enable capture of timetable of buses, fare and freight information	✗	✗	✓	✗	✗			
REG.REQ.090	Functional Requirement	PGT Registration	All vehicles being registered under the PGT Act, must be properly categorized on the basis of following parameters 1. Type of vehicle (passenger/ goods) 2. Method of payment (lump sum/ monthly) 3. Amount of security deposit	✗	✗	✓	✗	✗			
REG.REQ.091	Functional Requirement	PGT Registration	System shall enable communication with the transport department for verifying the authenticity of the vehicle before registering it under the PGT Act. A periodic summary of all newly registered vehicles/ amended RCs can be sought from the transport department to facilitate the same	✗	✗	✓	✗	✗			
REG.REQ.092	Functional Requirement	PGT Registration	Every time a vehicle is issued a new registration certificate, it should be linked to its owner through the owner number. In case the vehicle is owned by a new, unregistered owner then a registration number should be allocated to the owner	✗	✗	✓	✗	✗			
REG.REQ.093	Functional Requirement	PGT Registration	System will enable Generation of clearance certificates (NOC)	✗	✗	✓	✗	✗			
REG.REQ.094	Functional Requirement	PGT Registration	System shall enabling granting of A unique PGT registration number to each registered vehicle	✗	✗	✓	✗	✗			

Functional Requirements Specifications
Implementation of Commercial Taxes e-Governance in Haryana
Excise and Taxation Department, Haryana

Function Name: Return Filing

Sr. No.	Nature of Requirement	Sub Module	Requirement Description	Requirement applicable for					Requirement available (Yes/ No)	Standard/ Customized/ Not available	Bidder's Comments
				VAT	Excise Tax	PGT	Entertainment Duty	Luxury Act			
RET.REQ.001	Functional Requirement	Online Return Filing	The system should have all forms required for return filing incorporated in client Side executable utility for e-Filing of forms	✓	✓	✓	✓	✓			
RET.REQ.002	Functional Requirement	Online Return Filing	The system should have the provision for filing of e-Return for various taxes: 1. VAT 2. Excise Tax 3. PGT 4. Entertainment Tax 5. Luxury Tax	✓	✓	✓	✓	✓			
RET.REQ.003	Functional Requirement	Online Return Filing	The system should have a provision for filing e-Return for different types of taxpayers such as : Registered taxpayer, casual dealers, contractor, contractee etc	✓	✓	✓	✓	✓			
RET.REQ.004	Functional Requirement	Online Return Filing	The e-Return filing system will be mandatory for all taxpayers	✓	✓	✓	✓	✓			
RET.REQ.005	Reliability Requirement	Online Return Filing	The system should have a fail-proof submission process for Online Return Submission	✓	✓	✓	✓	✓			
RET.REQ.006	Security Requirement	Online Return Filing	The system should enable secure transmission of data submitted in the Return form.	✓	✓	✓	✓	✓			
RET.REQ.007	Functional Requirement	Online Return Filing	The system should be capable of capturing the date and time of submission of the return.	✓	✓	✓	✓	✓			
RET.REQ.008	Functional Requirement	Online Return Filing	System should accept dealer level transaction details as part of annexure to the return form	✓	✗	✗	✗	✗			
RET.REQ.009	Functional Requirement	Online Return Filing	System should provide provision to submit returns for various period for different tax payers	✓	✓	✓	✓	✓			
RET.REQ.010	Functional Requirement	Online Return Filing	System should provide provision to submit returns for unregistered dealers / without TIN	✓	✓	✓	✓	✓			
RET.REQ.011	Functional Requirement	User Instructions	The system should guide the taxpayer by providing a series of well-defined options to select the right Format for filing of a particular type of Tax return.	✓	✓	✓	✓	✓			
RET.REQ.012	Functional Requirement	User Instructions	For the type of Tax Return format selected, the system should provide a well-designed set of Instructions to the taxpayer to help in filling up the format.	✓	✓	✓	✓	✓			
RET.REQ.013	Standards Requirement	Form Design	The system should capture and store all form data in Unicode character encoding.	✓	✓	✓	✓	✓			
RET.REQ.014	Functional Requirement	Form Design	System should allow download of the most recent version of the return form	✓	✓	✓	✓	✓			
RET.REQ.015	Functional Requirement	Form Design	System should allow upload of forms which have completed mandatory fields	✓	✓	✓	✓	✓			
RET.REQ.016	Functional Requirement	Form Design	System should provide forms with drop down menu wherever possible, so as to avoid erroneous data to be entered by the user	✓	✓	✓	✓	✓			
RET.REQ.017	Functional Requirement	Form Design	The system should be designed in such a way that the tax liability is computed automatically by the system depending upon the tax slabs and the revenue details entered by the taxpayer.	✓	✓	✓	✓	✓			
RET.REQ.018	Functional Requirement	Form Design	The system should allow management of the applicable tax rates and slabs for various kinds of taxes and their effective application from a particular cut-off date and time	✓	✓	✓	✓	✓			

Functional Requirements Specifications
Implementation of Commercial Taxes e-Governance in Haryana
Excise and Taxation Department, Haryana

Function Name: Return Filing

Sr. No.	Nature of Requirement	Sub Module	Requirement Description	Requirement applicable for					Requirement available (Yes/ No)	Standard/ Customized/ Not available	Bidder's Comments
				VAT	Excise Tax	PGT	Entertainment Duty	Luxury Act			
RET.REQ.019	Functional Requirement	Form Design	The system should provide a signature page as part of each return to be electronically signed by the taxpayer stating that the information provided in the online return is accurate	✓	✓	✓	✓	✓			
RET.REQ.020	Functional Requirement	Form Design	The system should provide a module which will carry out: a. Checks on whether all mandatory data has been supplied in the return and b. Internal consistency checks on the data provided in the return	✓	✓	✓	✓	✓			
RET.REQ.021	Functional Requirement	Form Design	System should provide provision to enter request for refund by the taxpayer in the return form	✓	✗	✓	✗	✗			
RET.REQ.022	Functional Requirement	Form Design	System should invoke refund module if taxpayer requests refund at time of return filing	✓	✗	✓	✗	✗			
RET.REQ.023	Security Requirement	Digital Signature	The system should be capable of accepting digitally signed return forms	✓	✓	✓	✓	✓			
RET.REQ.024	Functional Requirement	Digital Signature	The system should allow setting of a threshold or a set of parameters for mandatory e-Filing of tax returns with digital signature	✓	✓	✓	✓	✓			
RET.REQ.025	Functional Requirement	Digital Signature	System should flag the returns which are not filed using digital signature	✓	✓	✓	✓	✓			
RET.REQ.026	Functional Requirement	Digital Signature	System should allow update of status when duly signed acknowledgment receipt is submitted at the department	✓	✓	✓	✓	✓			
RET.REQ.027	Functional Requirement	Digital Signature	In case an electronic return is being filed by an intermediary like CA or lawyer, the system should check the authorization of the intermediary given by taxpayer	✓	✗	✓	✓	✓			
RET.REQ.028	Functional Requirement	Digital Signature	System should be able to verify the digital signature uploaded by the taxpayer	✓	✓	✓	✓	✓			
RET.REQ.029	Functional Requirement	Risk Rating	The system should have the facility to compute and assign risk score to a taxpayer for timely or late filing of returns.	✓	✗	✗	✗	✗			
RET.REQ.030	Functional Requirement	Risk Rating	Once a VAT return is submitted, the system should activate the risk scoring module and compute risk scores for the taxpayer and update the Risk Profile of the taxpayer	✓	✗	✗	✗	✗			
RET.REQ.031	Functional Requirement	Risk Rating	The system's risk scoring module should provide the facility to manually update the risk score (with adequate security controls and audit logs) should a risk score be found to have been wrongly calculated either on the positive side or the negative side	✓	✗	✗	✗	✗			
RET.REQ.032	Functional Requirement	Risk Rating	When the system detects a change in registration information through a tax return, the system should activate the risk scoring module and update the taxpayer's risk profile	✓	✗	✗	✗	✗			
RET.REQ.033	Functional Requirement	Risk Rating	Every time a return is successfully filed after all quality checks, the system should automatically update the risk profile of the industry to which the taxpayer belongs.	✓	✗	✗	✗	✗			
RET.REQ.034	Functional Requirement	Risk Rating	The system should flag taxpayers and/or returns who have been pre-selected for audit based on the risk score	✓	✗	✗	✗	✗			
RET.REQ.035	Functional Requirement	Risk Rating	The system should automatically flag for the consideration of Assessing authority, those returns which do not have an acceptable risk score when compared to the risk scores of other taxpayers operating in the same or similar industry	✓	✗	✗	✗	✗			

Functional Requirements Specifications
Implementation of Commercial Taxes e-Governance in Haryana
Excise and Taxation Department, Haryana

Function Name: Return Filing

Sr. No.	Nature of Requirement	Sub Module	Requirement Description	Requirement applicable for					Requirement available (Yes/ No)	Standard/ Customized/ Not available	Bidder's Comments
				VAT	Excise Tax	PGT	Entertainment Duty	Luxury Act			
RET.REQ.036	Functional Requirement	Risk Rating	The system should provide a facility in the registration module to update a taxpayer's profile as very risky requiring mandatory audit of all returns filed by the taxpayer	✓	✗	✗	✗	✗			
RET.REQ.037	Functional Requirement	Risk Rating	The system should file every return which has an acceptable risk score when compared with the peers of the taxpayer operating in the same or similar industry, after updating the taxpayer's ledger appropriately.	✓	✗	✗	✗	✗			
RET.REQ.038	Functional Requirement	Acknowledgment Receipt	Upon successful submission of a return, the system should automatically generate a receipt for the taxpayer's reference. In addition, this receipt should be available for the taxpayer's download at any time in the future.	✓	✓	✓	✓	✓			
RET.REQ.039	Functional Requirement	Acknowledgment Receipt	The system should update the status of return filing compliance of a taxpayer upon successful submission of a return.	✓	✓	✓	✓	✓			
RET.REQ.040	Functional Requirement	Acknowledgment Receipt	Upon successful submission of a return, the system must save the data of the electronically filed return with a unique barcode in the Document Management System for future reference. This data should be available for the viewing of (at any time in the future): a. The taxpayer b. Assessing authority with appropriate access permissions	✓	✓	✓	✓	✓			
RET.REQ.041	Functional Requirement	Acknowledgment Receipt	Upon successful submission of a return, the system must send a communication (in the form of an E-mail/SMS/Fax or any other means) to the taxpayer intimating that a return has been filed with HETD.	✓	✓	✓	✓	✓			
RET.REQ.042	Functional Requirement	Reconciliation & Cross Verification	System should be able to reconcile and cross verify information entered as part of returns. Reconciliations would take place for (illustrative): 1. VAT - Input Tax Credit 2. VAT - Transactions among dealers 3. PGT - Reconciliation of tickets 4. Excise - Reconciliation of stocks at various levels 5. Excise - Reconciliation of returns with stock levels at manufacturing unit 6. Excise - Permit and pass reconciliation 7. Entertainment - 8. Luxury -	✓	✓	✓	✓	✓			
RET.REQ.043	Functional Requirement	Reconciliation & Cross Verification	System should be able to compare the return of a taxpayer with his previous returns	✓	✓	✓	✓	✓			
RET.REQ.044	Functional Requirement	Reconciliation & Cross Verification	The system should be capable of capturing the closing and opening stock data at the time of the return.	✓	✓	✓	✓	✓			
RET.REQ.045	Functional Requirement	Reconciliation & Cross Verification	System should highlight any unusual increment/ decrement beyond the tolerance limit between any two fields of comparison	✓	✓	✓	✓	✓			

Functional Requirements Specifications
Implementation of Commercial Taxes e-Governance in Haryana
Excise and Taxation Department, Haryana

Function Name: Return Filing

Sr. No.	Nature of Requirement	Sub Module	Requirement Description	Requirement applicable for					Requirement available (Yes/ No)	Standard/ Customized/ Not available	Bidder's Comments
				VAT	Excise Tax	PGT	Entertainment Duty	Luxury Act			
RET.REQ.046	Functional Requirement	Reconciliation & Cross Verification	System should be able to verify the opening balance of one return period to match with the closing balance of the previous return period	✓	✓	✓	✓	✓			
RET.REQ.047	Functional Requirement	Reconciliation & Cross Verification	System should be able to match the interstate transactions with the data obtained from TINXSYS	✓	✗	✗	✗	✗			
RET.REQ.048	Functional Requirement	Reconciliation & Cross Verification	System should be able to provide a template for upload of TINXSYS data into the system for verification of all the statutory Form numbers (with the transaction details) which have been issued by another state for Haryana taxpayers	✓	✗	✗	✗	✗			
RET.REQ.049	Functional Requirement	Reconciliation & Cross Verification	System should notify the concerned Officers in case of unsuccessful reconciliation	✓	✓	✓	✓	✓			
RET.REQ.050	Functional Requirement	Reconciliation & Cross Verification	System to have capability to reconcile dealer sale and purchase data	✓	✗	✗	✗	✗			
RET.REQ.051	Functional Requirement	Generation of Central Forms	System should generate central forms based on returns filed by the taxpayer	✓	✗	✗	✗	✗			
RET.REQ.052	Functional Requirement	Submission of C-Forms	System should have a module to enter the details of central Forms received from another state	✓	✗	✗	✗	✗			
RET.REQ.053	Functional Requirement	Submission of C-Forms	System should generate a report on the pending central forms to be submitted by the taxpayer with his next quarter return	✓	✗	✗	✗	✗			
RET.REQ.054	Functional Requirement	Locking of taxpayer ledger	System should generate an alert and restrict certain privileges if the taxpayer not filing returns for stipulated time period	✓	✓	✓	✓	✓			
RET.REQ.055	Functional Requirement	Locking of taxpayer ledger	System should be able to update and remove restrictions of the taxpayer ledger, automatically after the receipt of the Returns for the pending period	✓	✓	✓	✓	✓			
RET.REQ.057	Functional Requirement	Revised return	System should allow submission of revised return	✓	✓	✓	✓	✓			
RET.REQ.058	Functional Requirement	Revised return	The system should have capability to re-issue central forms on the basis of revised return for the differential amount	✓	✗	✗	✗	✗			
RET.REQ.059	Functional Requirement	Alerts / Reminders	Depending upon the taxpayer's registration profile, the system should provide alerts to the taxpayer on returns due and the due date for filing of return	✓	✓	✓	✓	✓			
RET.REQ.060	Functional Requirement	Alerts / Reminders	System should maintain log of alerts / reminders through SMS and emails sent to the taxpayer	✓	✓	✓	✓	✓			
RET.REQ.061	Functional Requirement	Identification of defaulters	The system should be capable of generating alert if tax payment reference declared already used as payment reference earlier, the system should immediately activate the arrears management module apart from also updating the risk profile of the taxpayer.	✓	✗	✓	✓	✓			
RET.REQ.062	Functional Requirement	Identification of defaulters	In case the tax payment declared in the return does not match the tax payment information obtained from the Banks/Payment gateways, the system should immediately activate the arrears management module apart from also updating the risk profile of the taxpayer.	✓	✗	✓	✓	✓			

Functional Requirements Specifications
Implementation of Commercial Taxes e-Governance in Haryana
Excise and Taxation Department, Haryana

Function Name: Return Filing

Sr. No.	Nature of Requirement	Sub Module	Requirement Description	Requirement applicable for					Requirement available (Yes/ No)	Standard/ Customized/ Not available	Bidder's Comments
				VAT	Excise Tax	PGT	Entertainment Duty	Luxury Act			
RET.REQ.063	Functional Requirement	Identification of defaulters	The system should be able to categorize the dealer as an on-time filer or late filer based on the timestamp associated with a return form submitted and on information provided by the taxpayer as to whether it is the original return for the period or the amended return for the period.	✓	✓	✓	✓	✓			
RET.REQ.064	Functional Requirement	MIS Reports	The system should provide various types of MIS reports on electronically filed returns and online payments. Some illustrative reports are as follows: i. Number of electronic returns filed on time and returns filed after due date ii. Number of returns with data mismatches [Payment information] iii. Number of returns requiring registration database updates iv. Distribution of E-filed returns/E-payments tax type wise, region-wise and taxpayer income-wise v. Details of gross turnover, taxable turnover and tax payable of each taxpayer	✓	✓	✓	✓	✓			
RET.REQ.065	Functional Requirement	MIS Reports	The system should at any point in time provide a report of the taxpayers or returns who/which have been pre-selected for assessment	✓	✗	✓	✓	✓			
RET.REQ.066	Functional Requirement	Selection for Assessment	The system should be capable of pre-selecting the following for assessment: a. A taxpayer b. A return c. A group of taxpayers belonging to an industry based on the risk profile score.	✓	✗	✓	✓	✓			
RET.REQ.067	Functional Requirement	Selection for Assessment	The system should provide a facility to officers to flag returns for assessment	✓	✗	✓	✓	✓			
RET.REQ.068	Functional Requirement	General	The returns module should be accessible to the Assessing authority	✓	✓	✓	✓	✓			
RET.REQ.069	Functional Requirement	General	System should be able to provide the user, space for entering observations and comments	✓	✓	✓	✓	✓			
RET.REQ.070	Functional Requirement	General	System should be in sync with Haryana holiday calendar for giving any dates								
RET.REQ.071	Internal Interface Requirement	General	The system should provide an interface with the Registration module	✓	✓	✓	✓	✓			
RET.REQ.072	Functional Requirement	General	System shud be capable of generating notices for return, tax defaulters, penal proceedings and should accept responses	✓	✓	✓	✓	✓			
RET.REQ.073	Functional Requirement	General	System should allow assessing authority to waive off the penalty	✓	✓	✓	✓	✓			
RET.REQ.074	Functional Requirement	PGT Tax Payment	System will enable setting up of tax slabs as per vehicle type	✗	✗	✓	✗	✗			
RET.REQ.075	Functional Requirement	PGT Tax Payment	Only the non lump-sum taxpayers are required to file returns	✗	✗	✓	✗	✗			

Functional Requirements Specifications
Implementation of Commercial Taxes e-Governance in Haryana
Excise and Taxation Department, Haryana

Function Name: Tax Payment

Sr. No.	Nature of Requirement	Sub Module	Requirement Description	Requirement applicable for					Requirement available (Yes/ No)	Standard/ Customized/ Not available	Bidder's Comments
				VAT	Excise Tax	PGT	Entertainment Duty	Luxury Act			
PAY.REQ.001	Functional Requirement	Payment Processing	The system should provide an interface between all bank partners' system, Treasury and ETD Tax's system.	✓	✓	✓	✓	✓			
PAY.REQ.002	Functional Requirement	Payment Processing	The system should provide provision of tax payment for unregistered dealers / without TIN	✓	✓	✓	✓	✓			
PAY.REQ.003	Functional Requirement	Payment Processing	System should provide challan generation facility through online portal as well as client executable utility and challan should be only system generated								
PAY.REQ.004	Functional Requirement	Payment Processing	A common data exchange standard will need to be evolved between the ETD Tax system and banks.	✓	✓	✓	✓	✓			
PAY.REQ.005	Functional Requirement	Payment Processing	The system should provide the database of each taxpayer bank account and the information of all bank partners.	✓	✓	✓	✓	✓			
PAY.REQ.006	Functional Requirement	Acknowledgment Receipt	System Should provide unique Challan Identification No.(CIN) for each tax payment	✓	✓	✓	✓	✓			
PAY.REQ.007	Functional Requirement	Acknowledgment Receipt	System should generate Acknowledgment along with C 1 for cash payment	✓	✓	✓	✓	✓			
PAY.REQ.008	Functional Requirement	Acknowledgment Receipt	System should generate CIN instantly at time of tax payment and receipt should be in form of Challan C1	✓	✓	✓	✓	✓			
PAY.REQ.009	Functional Requirement	E-payment facility	System should provide e-payment facility with multiple bank internet banking facility	✓	✓	✓	✓	✓			
PAY.REQ.010	Functional Requirement	Acknowledgment Receipt	System should provide module for draft receipt record at department	✓	✓	✓	✓	✓			
PAY.REQ.011	Functional Requirement	Draft management	The system's draft receipt module should provide draft receipt acknowledgement with receipt no. in form of Challan C1	✓	✓	✓	✓	✓			
PAY.REQ.012	Functional Requirement	Draft management	System should generate summary sheet for submission of drafts pending with the department	✓	✓	✓	✓	✓			
PAY.REQ.013	Functional Requirement	Draft management	System should show status of draft submitted for tax payment like pending with department, pending for clearing, cleared for payment etc.	✓	✓	✓	✓	✓			
PAY.REQ.014	Standards Requirement	Cash Management	System should provide module for cash receipt at department & mobile squad	✓	✓	✓	✓	✓			
PAY.REQ.015	Functional Requirement	Cash Management	System should provide generation of cash receipt acknowledgement instantly along with CIN	✓	✓	✓	✓	✓			
PAY.REQ.016	Standards Requirement	Cash Management	System should generate summary sheet for submission of cash receipt pending with taxpayer wise data	✓	✓	✓	✓	✓			
PAY.REQ.017	Functional Requirement	RAO Adjustment	The Tax payment system should be integrated with Refund module for adjustment of RAO against tax liability	✓	✗	✗	✗	✗			
PAY.REQ.018	Functional Requirement	TDS Payment	System should provide TDS payment facility for multiple deductees in single payment capturing necessary detail of all deductees for transferring payment to their respective ledgers	✓	✗	✗	✗	✗			
PAY.REQ.019	Functional Requirement	TDS Payment	The system should be capable of generating contractor wise challan								
PAY.REQ.020	Functional Requirement	User facilitation	The system should allow the Tax Payer to generate acknowledgement at any time with help of CIN	✓	✓	✓	✓	✓			
PAY.REQ.021	Functional Requirement	MIS Reports	The system shall be capable of generating report for due dates of payments by dealer from quarterly to monthly in case of voluntary tax payments as per pre-defined amount.								

Functional Requirements Specifications
Implementation of Commercial Taxes e-Governance in Haryana
Excise and Taxation Department, Haryana

Function Name: Tax Payment

Sr. No.	Nature of Requirement	Sub Module	Requirement Description	Requirement applicable for					Requirement available (Yes/ No)	Standard/ Customized/ Not available	Bidder's Comments
				VAT	Excise Tax	PGT	Entertainment Duty	Luxury Act			
PAY.REQ.022	Functional Requirement	MIS Reports	The system should provide a facility to summarize all tax liabilities of each taxpayer according to the geographical area (includes: the detail of type and amount of tax).	✓	✓	✓	✓	✓			
PAY.REQ.023	Functional Requirement	MIS Reports	The system should be capable of generating reports regarding payment received on the basis of dealer type/ group	✓	✓	✓	✓	✓			
PAY.REQ.024	Functional Requirement	Reconciliation	The system should provide a facility to compare / reconcile between the payment record from bank and tax liabilities from ETD Tax for each taxpayer.	✓	✓	✓	✓	✓			
PAY.REQ.025	Functional Requirement	Taxpayer Ledger Maintenance	The system should provide a facility to compile all payment information of 1 particular TIN/Registration No number from various banks.	✓	✓	✓	✓	✓			
PAY.REQ.026	Functional Requirement	Payment Processing	The system should provide the ability to post the tax payment into the correct account by both manually or automatically depending on the policies taken by ETD Tax.	✓	✓	✓	✓	✓			
PAY.REQ.027	Functional Requirement	Payment Processing	The system should provide a facility to categorize the un-postable tax payment and post the information into Customer Service Un-postable List.	✓	✓	✓	✓	✓			
PAY.REQ.028	Security Requirement	Taxpayer Ledger Maintenance	The system should maintain the taxpayer history and past payment transactions.	✓	✓	✓	✓	✓			
PAY.REQ.029	Functional Requirement	Payment Processing	The system should provide a facility to conduct testing on posted record by TIN number and generate the log for unidentified transactions.	✓	✓	✓	✓	✓			
PAY.REQ.030	Functional Requirement	Payment Processing	The system should only allow posting to ledger process when the testing process approval from authorized officer are obtained.	✓	✓	✓	✓	✓			
PAY.REQ.031	Functional Requirement	General	The system should provide an interface with all Assessing Authority of ETD Tax	✓	✓	✓	✓	✓			
PAY.REQ.032	Functional Requirement	Payment Processing	The system should provide a facility to link the single tax payment to multiple taxpayer accounts or tax types.	✓	✓	✓	✓	✓			
PAY.REQ.033	Functional Requirement	General	The system must have the ability to capture, daily & Dealer wise, the relevant details of all payments made via various channels including online payments	✓	✓	✓	✓	✓			
PAY.REQ.034	Functional Requirement	User facilitation	Once TIN details are entered, the system should display the nature of the payments due along with the amount (if available for the nature of payment) and the due date (Penalty due, interest due, tax amount etc. for all payment type)	✓	✓	✓	✓	✓			
PAY.REQ.035	Functional Requirement	User facilitation	System should be able to create every payment due entry as an 'open Item', which will remain open till the payment is done against it (with the inter-linking reference no.)	✓	✓	✓	✓	✓			
PAY.REQ.036	Functional Requirement	User facilitation	System should be able to treat every 'payment made' as an open item if it not able to find the reference no. against which the payment has been made	✓	✓	✓	✓	✓			
PAY.REQ.037	Functional Requirement	User facilitation	System should be able to offset a payment made against a payment due, fully or partially and indicate the amount due, only of the reference no. is the same in both the entries	✓	✓	✓	✓	✓			

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Function Name: Tax Payment

Sr. No.	Nature of Requirement	Sub Module	Requirement Description	Requirement applicable for					Requirement available (Yes/ No)	Standard/ Customized/ Not available	Bidder's Comments
				VAT	Excise Tax	PGT	Entertainment Duty	Luxury Act			
PAY.REQ.038	Functional Requirement	User facilitation	The system should allow the user to link a specific 'payment made' entry to the 'payment due' entry, in case system is not able to link the pair properly	✓	✓	✓	✓	✓			
PAY.REQ.039	Functional Requirement	Reconciliation	System should be able to display by the side of every payment made- whether the payment has been reconciled	✓	✓	✓	✓	✓			
PAY.REQ.040	Functional Requirement	Acknowledgment Receipt	The system should be able to generate a payment acknowledgement with the necessary payment detail	✓	✓	✓	✓	✓			
PAY.REQ.041	Functional Requirement	Reconciliation	The system should have a provision for online receipt of reconciliation information from various sources such as banks/treasury/payment mechanism etc on a daily basis	✓	✓	✓	✓	✓			
PAY.REQ.042	Performance Requirement	Reconciliation	The system should have the ability to reconcile the department data with the reconciliation data received treasury/payment regulator etc on a daily basis	✓	✓	✓	✓	✓			
PAY.REQ.043	Functional Requirement	Reconciliation	The system should provide alert in case of reconciliation failure	✓	✓	✓	✓	✓			
PAY.REQ.044	Functional Requirement	Alerts / Reminders	The system should send an SMS/e-mail notification to the dealer notifying him of his payment reconciliation status (Successful/Unsuccessful)	✓	✓	✓	✓	✓			
PAY.REQ.045	Functional Requirement	Alerts / Reminders	The system should have the ability to generate alerts when payment becomes over due	✓	✓	✓	✓	✓			
PAY.REQ.046	Functional Requirement	Alerts / Reminders	The system should have a provision for sending SMS and e-mail notification to the dealer for reminding him of his payment due before and after the due date	✓	✓	✓	✓	✓			
PAY.REQ.047	Functional Requirement	Reconciliation & Cross Verification	The system must have the ability to generate list of tax defaulters for authority use	✓	✓	✓	✓	✓			
PAY.REQ.048	Functional Requirement	Entertainment Duty Payment	System shall enable lumpsum payment of tax (Dealer account for Entertainment Duty) in case of Entertainment Duty.	✗	✗	✗	✓	✗			
PAY.REQ.049	Functional Requirement	Entertainment Duty Payment	System shall deduct the daily tax collection from the Dealer account for Entertainment Duty on the basis on daily / periodical submission from dealer	✗	✗	✗	✓	✗			
PAY.REQ.050	Functional Requirement	Entertainment Duty Payment	System shall provide alerts in case amount in Dealer account for Entertainment Duty goes below a threshold value.	✗	✗	✗	✓	✗			
PAY.REQ.051	Functional Requirement	Entertainment Duty Payment	System shall calculate pendalty in case amount in Dealer account for Entertainment Duty goes below a threshold value.	✗	✗	✗	✓	✗			
PAY.REQ.052	Functional Requirement	PGT Duty Payment	System shall enable capture details of PGT ticket stamps provided to the dealer	✗	✗	✓	✗	✗			
PAY.REQ.053	Functional Requirement	PGT Duty Payment	System shall enable reconciliation against the stamps utilized by the dealers	✗	✗	✓	✗	✗			

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Excise and Taxation Department, Haryana

Function Name: Assessment

Sr. No.	Nature of Requirement	Sub Module	Requirement Description	Requirement applicable for					Requirement available (Yes/ No)	Standard/ Customized/ Not available	Bidder's Comments
				VAT	Excise Tax	PGT	Entertainment Duty	Luxury Act			
AST.REQ.001	Functional Requirement	Return Processing	System should generate summary of return data filed by the dealer	✓	✓	✓	✓	✓			
AST.REQ.002	Functional Requirement	Assessment Selection	System identifies cases for scrutiny Assessment based on pre-defined parameters.	✓	✓	✓	✗	✗			
AST.REQ.003	Functional Requirement	Assessment Selection	System should be able to flag cases of discrepancy, mismatch, incorrectness or incompleteness in data	✓	✓	✓	✓	✓			
AST.REQ.004	Functional Requirement	Assessment Selection	The system should allow an authorized user to manually select cases for scrutiny assessment on basis of cases flagged for discrepancy or mis match.	✓	✓	✓	✓	✓			
AST.REQ.005	Functional Requirement	Assessment Selection	The system should mark as deemed assessed, all cases not selected for scrutiny under any criteria or manually by authorized user	✓	✓	✓	✗	✓			
AST.REQ.006	Functional Requirement	Alerts / Intimation	The system should send SMS/e-mail notification to the dealer notifying him of his case deemed to be assessed	✓	✓	✓	✗	✓			
AST.REQ.007	Functional Requirement	Alerts / Reminders	System should maintain log of alerts / reminders through SMS and emails sent to the taxpayer								
AST.REQ.008	Functional Requirement	Notice/Order Generation	System should be able to generate notices in pre defined formats with inputs from assessing authority	✓	✓	✓	✓	✓			
AST.REQ.009	Functional Requirement	Notice/Order Generation	System should maintain record of taxpayers who have opted for the online notice servicing	✓	✓	✓	✓	✓			
AST.REQ.010	Functional Requirement	Notice/Order Service	System should be able to post notices & orders in taxpayer ledger. In system & simultaneously e-mail to the dealer email id.	✓	✓	✓	✓	✓			
AST.REQ.011	Functional Requirement	Notice/Order Service	The system should flash the Notice/Order automatically when the dealer logs in	✓	✓	✓	✓	✓			
AST.REQ.012	Functional Requirement	Notice/Order Processing	System should allow for sorting of notices based on dealers, type of notice, date of notice etc.	✓	✓	✓	✓	✓			
AST.REQ.013	Functional Requirement	Notice/Order Generation	System should allow for single & mass e-mailing & printing of notices/Orders	✓	✓	✓	✓	✓			
AST.REQ.014	Functional Requirement	Notice/Order Service	System should automatically send read receipt in case of successful flash of notice/order	✓	✓	✓	✓	✓			
AST.REQ.015	Functional Requirement	Notice/Order Service	System should flag notice/order which are not read by the dealer within prescribed number of days for manual service	✓	✓	✓	✓	✓			
AST.REQ.016	Functional Requirement	Notice/Order Processing	The system should allow the user to update the date and other details of the response received against a particular notice	✓	✓	✓	✓	✓			
AST.REQ.017	Functional Requirement	Assessment processing	The system should allow an authorized user to enter key assessment details.	✓	✓	✓	✓	✓			
AST.REQ.018	Functional Requirement	Assessment processing	The system should allow transfer of assessment cases from one officer to another	✓	✓	✓	✓	✓			
AST.REQ.019	Functional Requirement	Assessment processing	System should allow routing of cases between designated officers and staff members.	✓	✓	✓	✓	✓			
AST.REQ.020	Functional Requirement	Assessment processing	System calculates any outstanding liabilities including interest and penalties correctly.	✓	✓	✓	✓	✓			
AST.REQ.021	Functional Requirement	Assessment processing	System should allow access to dealer history.	✓	✓	✓	✓	✓			
AST.REQ.022	Functional Requirement	Assessment processing	System should be able to provide the requisite arithmetic and analysis tools for aiding the preparation of Assessment Report.	✓	✓	✓	✓	✓			

Functional Requirements Specifications
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Function Name: Assessment

Sr. No.	Nature of Requirement	Sub Module	Requirement Description	Requirement applicable for					Requirement available (Yes/ No)	Standard/ Customized/ Not available	Bidder's Comments
				VAT	Excise Tax	PGT	Entertainment Duty	Luxury Act			
AST.REQ.023	Functional Requirement	Assessment processing	In case the Assessment Order shows no liability from the dealer's end, the system should be able to automatically park the case for closure.	✓	✓	✓	✓	✓			
AST.REQ.024	Functional Requirement	Notice/Order Generation	System should be able to generate assessment orders with assessing authority inputs.	✓	✓	✓	✓	✓			
AST.REQ.025	Functional Requirement	Notice/Order Generation	System should allot unique identification number for each notice & order	✓	✓	✓	✓	✓			
AST.REQ.026	Functional Requirement	Notice/Order Generation	System should allow reprint of notice/order with identification number	✓	✓	✓	✓	✓			
AST.REQ.027	Functional Requirement	Tax payment verification	System should be able to verify the arithmetic computation of the tax detail mentioned in the Returns declaration	✓	✓	✓	✓	✓			
AST.REQ.028	Functional Requirement	Assessment processing	System reconciles Turnover, Sales and Purchase Listing with other returns and Statutory Forms Data.	✓	✓	✓	✓	✓			
AST.REQ.029	Functional Requirement	Assessment processing	System should be able to cross verify the sales purchase listing of all dealers with the counter entry in the Returns declared by the counterparty to match the value of transaction, type of transaction, tax bracket for the transaction etc.	✓	✗	✗	✗	✗			
AST.REQ.030	Functional Requirement	Assessment processing	System should be able to detect usage of forms out of notified lost forms league	✓	✓	✓	✓	✓			
AST.REQ.031	Functional Requirement	Assessment processing	The system should be capable of performing cross verfication on details of D-3 forms utilized	✓	✗	✗	✗	✗			
AST.REQ.032	Functional Requirement	Assessment processing	System should be able to compare the return of a dealer with his previous returns.	✓	✗	✗	✗	✗			
AST.REQ.033	Functional Requirement	Assessment processing	The system should be able to highlight any unusual increment/ decrement beyond the tolerance limit between any two fields of comparison.	✓	✗	✗	✗	✗			
AST.REQ.034	Functional Requirement	Assessment processing	System should be able to verify the opening balance of one return period to match with the closing balance of the previous return period.	✓	✓	✓	✓	✓			
AST.REQ.035	Functional Requirement	Assessment processing	System should be able to match the interstate transactions with the data obtained from TINXSYS.	✓	✗	✗	✗	✗			
AST.REQ.036	Functional Requirement	Assessment processing	System should be able to provide a template for upload of TINXYS data into the system for verification all the statutory Form numbers (with the transaction detail) which have been issued by another state for Haryana Dealers	✓	✗	✗	✗	✗			
AST.REQ.037	Functional Requirement	Assessment processing	System should notify the concerned Officers in case of unsuccessful reconciliation.	✓	✓	✓	✓	✓			
AST.REQ.038	Functional Requirement	Assessment processing	System should be able to highlight certain Returns cases based on the alerts received from field intelligence, which will be entered by the user into the system.	✓	✓	✓	✓	✓			
AST.REQ.039	Functional Requirement	Assessment processing	System should be able to provide the user, space for entering observations and comments.	✓	✓	✓	✓	✓			
AST.REQ.040	Functional Requirement	Notice/Order Generation	System should be able to generate notice for Penalty and prints Penalty Order.	✓	✓	✓	✓	✓			
AST.REQ.041	Functional Requirement	Assessment processing	The system should have re-assessment, Provisional assessment and revision of assessment modules	✓	✓	✓	✓	✓			
AST.REQ.042	Functional Requirement	Assessment processing	The system should allow provisional assessment on the basis of even a single return or retruns of any period	✓	✓	✓	✓	✓			

Functional Requirements Specifications
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Function Name: Assessment

Sr. No.	Nature of Requirement	Sub Module	Requirement Description	Requirement applicable for					Requirement available (Yes/ No)	Standard/ Customized/ Not available	Bidder's Comments
				VAT	Excise Tax	PGT	Entertainment Duty	Luxury Act			
AST.REQ.043	Functional Requirement	Assessment processing	The system should have provision to re-open the cases for re-assessment / rectification/ remand cases even if the status of cases is closed	✓	✓	✓	✓	✓			
AST.REQ.044	Functional Requirement	Assessment processing	The system should have provision for assessment of un-registered dealers and cases identified by department.	✓	✓	✓	✓	✓			
AST.REQ.045	Functional Requirement	Assessment processing	The system should allow remanded cases to be decided against the appeal	✓	✓	✓	✓	✓			
AST.REQ.046	Functional Requirement	Assessment processing	The system should be capable of generating alerts to appropriate authorities in case of open cases left to be assessed according to lawful limits	✓	✓	✓	✓	✓			
AST.REQ.047	Functional Requirement	Attendance & Adjournment module	System should provide facility to maintain online "PESHI REGISTER" & adjournment record	✓	✓	✓	✓	✓			
AST.REQ.048	Functional Requirement	Assessment processing	The system should have status of assessment and updated in tax payer ledger	✓	✓	✓	✓	✓			
AST.REQ.049	Functional Requirement	Assessment processing	The system should allow the assessing authority to upload extracts of assessment in the system	✓	✓	✓	✓	✓			
AST.REQ.050	Functional Requirement	Reconciliation	System should maintain in dealer id record of pending assessment & next date of hearing	✓	✓	✓	✓	✓			
AST.REQ.051	Functional Requirement	Attendance & Adjournment module	System should provide facility to dealer to apply online for adjournment with fee required paid	✓	✓	✓	✓	✓			
AST.REQ.052	Functional Requirement	Response Submission	System should provide facility for online submission of documents by the dealers for assessment	✓	✓	✓	✓	✓			
AST.REQ.053	Functional Requirement	Process Interlinking	System should automatically post demand created in assessment to the arrear & recovery module	✓	✓	✓	✓	✓			

Functional Requirements Specifications
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Function Name: Refunds

Sr. No.	Nature of Requirement	Sub-Module	Requirement Description	Requirement applicable for					Requirement available (Yes/ No)	Standard/ Customized/ Not available	Bidder's Comments
				VAT	Excise Tax	PGT	Entertainment Duty	Luxury Act			
REF.REQ.001	Functional Requirement	Online Refund Claim	The client Side executable utility for e-Filing of forms should contain the Refund claim form	✓	✓	✓	✓	✓			
REF.REQ.003	Functional Requirement	Online Refund Claim	The system should make available to the taxpayer, the refund claim form for VAT, Excise, PGT Entertainment Duty & Luxury Tax as per his registration	✓	✓	✓	✓	✓			
REF.REQ.004	Functional Requirement	Form Design	The system should provide a checkbox for claiming refund on the e-Return form in client Side executable utility. Selecting this checkbox should activate a link to the refund claim form	✓	✗	✓	✗	✗			
REF.REQ.005	Alternate Mode Requirement	Online Refund Claim	The system must allow the department to fill the form on the users behalf. The taxpayer may fill print out of a blank refund claim form and submit it to the department along with supporting documents	✓	✓	✓	✓	✓			
REF.REQ.006	Interface Requirement	Form Design	The system must mark out the mandatory fields clearly. The form cannot be submitted without filling out the mandatory fields	✓	✓	✓	✓	✓			
REF.REQ.007	Functional Requirement	Online Refund Claim	The system should allow the user to save drafts of the form and be able to re-login and access the saved draft	✓	✓	✓	✓	✓			
REF.REQ.008	Functional Requirement	Online Refund Claim	The system should have provisional refund module	✓	✓	✓	✓	✓			
REF.REQ.009	Functional Requirement	Form Design	The system must allow the user to enter the type of refund. The type of refund may be Provisional Refund, Annual Assessment Refund or Refund through Court Order.	✓	✗	✓	✓	✓			
REF.REQ.010	Functional Requirement	Form Design	In case of a Court ordered refund, the system should have a provision for attaching the court order as a mandatory supporting document	✓	✗	✓	✓	✓			
REF.REQ.011	Interface Requirement	Form Design	The Excise refund form must additionally have a check for refund of security or refund of license fee	✗	✓	✗	✗	✗			
REF.REQ.012	Interface Requirement	Form Design	The system should have a checkbox for the user to select the preferred method of refund. The method of refund may be through direct bank transfer or through Refund Adjustment Voucher (RAO)	✓	✗	✓	✗	✗			
REF.REQ.013	Functional Requirement	Form Design	The system should pass the refund order after approval from specified approval authority.	✓	✓	✓	✓	✓			
REF.REQ.014	Functional Requirement	Form Design	The system should have provision to track history of dealer refund or tax payment or return filing.	✓	✓	✓	✓	✓			
REF.REQ.015	Functional Requirement	Form Design	The system should be capable of generating notice of opportunity in case any deficiency found or refund amount change.	✓	✓	✓	✓	✓			
REF.REQ.016	Functional Requirement	Acknowledgement Receipt	The system must generate an acknowledgement number on submission of the application. The user can use the acknowledgement number to track the status of the application	✓	✓	✓	✓	✓			
REF.REQ.017	Interface Requirement	Access Rights	The system should ensure that the submitted refund claim form is available to the department in read-only form. Any required changes will have to be requested by the department and made at the dealers end	✓	✓	✓	✓	✓			

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Function Name: Refunds

Sr. No.	Nature of Requirement	Sub-Module	Requirement Description	Requirement applicable for					Requirement available (Yes/ No)	Standard/ Customized/ Not available	Bidder's Comments
				VAT	Excise Tax	PGT	Entertainment Duty	Luxury Act			
REF.REQ.018	Functional Requirement	User Instructions	The system should require the taxpayer to upload mandatory supporting documents. The taxpayer should not be able to submit the form without uploading the necessary supporting documents. (Please refer to annexure for supporting document list)	✓	✓	✓	✓	✓			
REF.REQ.019	Functional Requirement	Link to Taxpayer Ledger	The system should allow the department to check online the tax payment history and details of returns filed to calculate the eligible refund amount and verify the amount of claimed amount	✓	✗	✓	✓	✓			
REF.REQ.020	Functional Requirement	Processing of Claim	The system should have feature of withholding refund after approval from higher authorities even after assessment and calculation of refund	✓	✓	✓	✓	✓			
REF.REQ.021	Functional Requirement	Processing of Claim	A refund application can have any one of the following status: Draft In Process Accepted Rejected Clarification Required With held	✓	✓	✓	✓	✓			
REF.REQ.022	Functional Requirement	Processing of Claim	The system should ask for approval from the higher authorities with respect to refund amount	✓	✓	✓	✓	✓			
REF.REQ.023	Functional Requirement	Processing of Claim	The system should ask for a mandatory reason/ comment when status is changed to 'Rejected' or 'Clarification Required'	✓	✓	✓	✓	✓			
REF.REQ.024	Functional Requirement	User Communication	The system should send an auto-mailer and sms to the taxpayer, along with any accompanying comments, every time there is a status change	✓	✓	✓	✓	✓			
REF.REQ.025	Functional Requirement	Link to Taxpayer Ledger	The system should allow the assessing authority to flag the taxpayer ledger for assessment, if he feels the refund claim requires assessment	✓	✗	✓	✗	✗			
REF.REQ.026	Functional Requirement	Processing of Claim	The system should not process any refund claim if it has been flagged for assessment by the Assessing Authority.	✓	✗	✓	✗	✗			
REF.REQ.027	Functional Requirement	Processing of Claim	The system should process a return with a refund claim which has been flagged for assessment by the assessing authority only after the assessment is completed and an instruction is issued to process the refund claim	✓	✗	✓	✗	✗			
REF.REQ.028	Functional Requirement	Processing of Claim	In case of refund claims where no risk is identified, the system should first check against the taxpayer's ledger to see if any adjustments are due against arrears pending in the taxpayer's account.	✓	✓	✓	✓	✓			
REF.REQ.029	Functional Requirement	Security Refund	In case of a security refund in excise, the system should check whether the refund has already been made in the past	✗	✓	✗	✗	✗			
REF.REQ.030	Functional Requirement	External Interface	The system should allow the department to directly credit the amount in the taxpayer's registered bank account, in case the taxpayer has selected this option	✓	✓	✓	✓	✓			
REF.REQ.031	Functional Requirement	Link to Taxpayer Ledger	In case of excise refund, the system should update the taxpayer's account to reflect the payment of security	✗	✓	✗	✗	✗			

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Function Name: Refunds

Sr. No.	Nature of Requirement	Sub-Module	Requirement Description	Requirement applicable for					Requirement available (Yes/ No)	Standard/ Customized/ Not available	Bidder's Comments
				VAT	Excise Tax	PGT	Entertainment Duty	Luxury Act			
REF.REQ.032	Functional Requirement	Processing of Claim	In case of refund claims where no risk is identified and where there are no adjustments to be made against arrears, the system should automatically and immediately send an instruction to the Treasury system	✓	✓	✓	✓	✓			
REF.REQ.033	Functional Requirement	Processing of Claim	The system must be intimated by the treasury when the refund instruction has been processed and the amount has been credited to the taxpayer's account.	✓	✓	✓	✓	✓			
REF.REQ.034	Functional Requirement	Processing of Claim	The system should upon receipt of this intimation post the refund credit in the taxpayer's ledger and also send a communication to the taxpayer of the refund credit.	✓	✓	✓	✓	✓			
REF.REQ.035	Functional Requirement	Processing of Claim/ Link to Taxpayer Ledger	If RAO has been opted for by the taxpayer, the system should automatically update the taxpayer ledger and adjust the entries as per the refund amount	✓	✗	✓	✗	✗			
REF.REQ.036	Functional Requirement	Access Rights	The system should allow the assessing authority to withhold/ cancel the refund. This will require the assessing authority to enter a reason for the same	✓	✓	✓	✓	✓			
REF.REQ.037	Functional Requirement	Processing of Claim	The system should automatically calculate interest on refund and adjust the refund amount, in case the payment of refund is delayed by the department.	✓	✓	✓	✓	✓			
REF.REQ.038	Functional Requirement	Processing of Claim	The system should be cabaple of tracking the reson for delay in payment of refund								
REF.REQ.039	Standards Requirement	External Interface	A common data exchange standard needs to be evolved between the H-ETD system and banks.	✓	✓	✓	✓	✓			
REF.REQ.040	Standards Requirement	External Interface	A common data exchange standard needs to be evolved between the H-ETD system and treasury.	✓	✓	✓	✓	✓			
REF.REQ.041	Standards Requirement	External Interface	A common data exchange standard needs to be evolved between the H-ETD system and Customs.	✓	✓	✓	✓	✓			

Functional Requirements Specifications
Implementation of Commercial Taxes e-Governance in Haryana
Excise and Taxation Department, Haryana

Function Name: Arrears & Recoveries

Sr. No.	Nature of Requirement	Sub Module	Requirement Description	Requirement applicable for					Requirement available (Yes/ No)	Standard/ Customized/ Not available	Bidder's Comments
				VAT	Excise Tax	PGT	Entertainment Duty	Luxury Act			
REC.REQ.001	Functional Requirement	Arrear Management	The system should provide the facility to configure the schedule for checking for payments due from taxpayers	✓	✓	✓	✓	✓			
REC.REQ.002	Functional Requirement	Arrear Management	The system should on periodic basis match information on Tax due as declared in taxpayer returns versus actual payments received from taxpayers against the declared dues	✓	✗	✓	✓	✓			
REC.REQ.003	Functional Requirement	Arrear Management	System should be able to classify the arrears based on pre defined configurable criteria	✓	✓	✓	✓	✓			
REC.REQ.004	Functional Requirement	Arrear Management	System should allow manual selection of cases	✓	✓	✓	✓	✓			
REC.REQ.005	Functional Requirement	Arrear Management	The system should automatically initiate a communication to the taxpayer in cases where amounts have not been paid	✓	✓	✓	✓	✓			
REC.REQ.006	Functional Requirement	Arrear Management	The system should allow configuration of the rules for automatic initiation of taxpayer communications for tax collection purposes	✓	✓	✓	✓	✓			
REC.REQ.007	Functional Requirement	Arrear Management	System should check the quarterly license fees payment record to check any tax defaulter	✗	✓	✗	✗	✗			
REC.REQ.008	Functional Requirement	Arrear Management	The system should be capable of scanning through the taxpayer database based on a pre-programmed schedule and generate a list of taxpayers with tax debts.	✓	✓	✓	✓	✓			
REC.REQ.009	Functional Requirement	Arrear Management	System should allow authorized users to record comments & proceedings	✓	✓	✓	✓	✓			
REC.REQ.010	Functional Requirement	Creation of master index	The system should provide the facility to set up a Master Penalty Schedule. This should be customizable for each type of tax, category of taxpayers and type of offence	✓	✓	✓	✓	✓			
REC.REQ.011	Functional Requirement	Creation of master index	The system should provide the facility to set up a Master Interest Rate Schedule. This should be customizable for each type of tax, category of taxpayers and conditions for applicability	✓	✓	✓	✓	✓			
REC.REQ.012	Functional Requirement	Calculation of payments	The system should be capable of computation of penalties for non-payment as per set penalty rules	✓	✓	✓	✓	✓			
REC.REQ.013	Functional Requirement	Calculation of payments	The system should be capable of computation of interest on arrear amounts due on the basis of penalty rules	✓	✓	✓	✓	✓			
REC.REQ.014	Functional Requirement	Calculation of payments	The system should allow manual entry/override of penalty and interest amounts with an adequate audit trail	✓	✓	✓	✓	✓			
REC.REQ.015	Functional Requirement	Calculation of payments	The system should on a periodic basis compute the interest and penalty due against a taxpayer based on amounts outstanding and post it to the taxpayer's ledger	✓	✓	✓	✓	✓			
REC.REQ.016	Functional Requirement	Calculation of payments	The system should allow configuration of the schedule for computation of interest and penalties on outstanding.	✓	✓	✓	✓	✓			
REC.REQ.017	Functional Requirement	Capture objections / appeals	The system should provide the facility to capture amounts objected to by the taxpayer	✓	✓	✓	✓	✓			
REC.REQ.018	Functional Requirement	Capture objections / appeals	The system should provide the facility to set up business rules pertaining to objected amounts	✓	✓	✓	✓	✓			
REC.REQ.019	Functional Requirement	Capture objections / appeals	The system should provide the facility to capture amounts against which an appeal has been raised by the taxpayer	✓	✓	✓	✓	✓			

Functional Requirements Specifications
Implementation of Commercial Taxes e-Governance in Haryana
Excise and Taxation Department, Haryana

Function Name: Arrears & Recoveries

Sr. No.	Nature of Requirement	Sub Module	Requirement Description	Requirement applicable for					Requirement available (Yes/ No)	Standard/ Customized/ Not available	Bidder's Comments
				VAT	Excise Tax	PGT	Entertainment Duty	Luxury Act			
REC.REQ.020	Functional Requirement	Status details	Based on the business rules set in the system, the system should automatically flag a taxpayer for commencement of legal proceedings	✓	✓	✓	✓	✓			
REC.REQ.021	Functional Requirement	Status details	The system should provide the facility to capture amounts settled between HETD and the taxpayer based on Court judgments.	✓	✓	✓	✓	✓			
REC.REQ.022	Functional Requirement	Status details	The system should update taxpayer account and arrear settlement status in case a taxpayer makes a payment against an arrears notice sent	✓	✓	✓	✓	✓			
REC.REQ.023	Functional Requirement	Notice Management	The system should provide the functionality to add, modify and delete the business rules for generation of recovery notices	✓	✓	✓	✓	✓			
REC.REQ.024	Functional Requirement	Notice Management	The system should automatically move all arrears management related notices sent to taxpayer to the Document Management module	✓	✓	✓	✓	✓			
REC.REQ.025	Functional Requirement	Notice Management	The system should provide the facility to capture all responses provided by taxpayers in response to arrears related notices	✓	✓	✓	✓	✓			
REC.REQ.026	Functional Requirement	Notice Management	The system should allow linkage of taxpayer response to the respective recovery notices	✓	✓	✓	✓	✓			
REC.REQ.027	Functional Requirement	Notice Management	The system should allow a maximum time gap of 75 calendar days between the first notice and final notice to recover	✓	✓	✓	✓	✓			
REC.REQ.028	Functional Requirement	Notice Management	The system must allow recovery notices to be prepared to be sent to taxpayers for arrears in various types of taxes	✓	✓	✓	✓	✓			
REC.REQ.029	Functional Requirement	Notice Management	System should generate read receipts when taxpayer sees the notice served in his ledger account	✓	✓	✓	✓	✓			
REC.REQ.030	Functional Requirement	Notice Management	System should alert the recovery officers if notice is not seen by the taxpayer within stipulated time	✓	✓	✓	✓	✓			
REC.REQ.031	Functional Requirement	Recovery	In case arrears are not settled within 21 days of the final notice, the system should queue the taxpayer for "enforced recovery" of the district office nearest to the taxpayer	✓	✓	✓	✓	✓			
REC.REQ.032	Functional Requirement	Recovery	The system must allow configuration of business rules for generation of recovery notices and queuing for forced recovery separately for each type of tax	✓	✓	✓	✓	✓			
REC.REQ.033	Functional Requirement	Recovery	The system must allow setting of a priority level against each debt identified for recovery action	✓	✓	✓	✓	✓			
REC.REQ.034	Functional Requirement	Recovery	The system should provide decision support tools to allow prioritization of recovery activities on the basis of: a. Amount of arrears b. Ability of taxpayer to pay the tax debt as gathered from various sources c. Availability of HETD resources with the skills to handle the arrears issue	✓	✓	✓	✓	✓			
REC.REQ.035	Functional Requirement	Recovery	The system must allow assignment of recovery case to a district Office nearest to the taxpayer identified.	✓	✓	✓	✓	✓			
REC.REQ.036	Functional Requirement	Recovery	The system should allow preparation of a recovery "Case Folder" when it has been referred for forced recovery with pre populated fields	✓	✓	✓	✓	✓			

Functional Requirements Specifications
Implementation of Commercial Taxes e-Governance in Haryana
Excise and Taxation Department, Haryana

Function Name: Arrears & Recoveries

Sr. No.	Nature of Requirement	Sub Module	Requirement Description	Requirement applicable for					Requirement available (Yes/ No)	Standard/ Customized/ Not available	Bidder's Comments
				VAT	Excise Tax	PGT	Entertainment Duty	Luxury Act			
REC.REQ.037	Functional Requirement	Recovery	The system should allow addition of the following details to the case prepared from historical data available in the system: a. Taxpayer's activity in the last 3 years b. VAT/ other tax related activity in the last 12 months	✓	✓	✓	✓	✓			
REC.REQ.038	Functional Requirement	Recovery	The system must allow downloading the case files for operation in offline mode	✓	✓	✓	✓	✓			
REC.REQ.039	Functional Requirement	Recovery	The system must allow replication or upload of data back to HETD Recovery module from the offline mode with strict access rights and audit trails	✓	✓	✓	✓	✓			
REC.REQ.040	Functional Requirement	Recovery	The system must provide facility to create one or more Recovery checklists which can be updated by officials during recovery proceedings	✓	✓	✓	✓	✓			
REC.REQ.041	Functional Requirement	Recovery	The system must allow a recovery case to be assigned to a district officer	✓	✓	✓	✓	✓			
REC.REQ.042	Functional Requirement	Recovery	The system must allow re-assignment of a recovery case to another district officer, if the need arises	✓	✓	✓	✓	✓			
REC.REQ.043	Functional Requirement	Recovery	System should alert the recovery officers about the surety and security of the taxpayer	✓	✗	✓	✓	✓			
REC.REQ.044	Functional Requirement	Recovery	The system should record recovery proceedings against sureties	✓	✗	✓	✗	✓			
REC.REQ.045	Functional Requirement	Recovery	System should facilitate forwarding of un -recovered cases as 'bad debt' cases to internal audit	✓	✓	✓	✓	✓			
REC.REQ.046	Functional Requirement	MIS Reports	The system should provide MIS reports on arrears management. The MIS Reports could reflect key performance indicators such as: a. Arrears pending for less than 15 days b. Arrears pending for 15-30 days c. Arrears pending for 30-45 days d. Arrears pending for 45-60 days e. Arrears pending for more than 60 days These metrics could be provided across various types of taxes, categories of taxpayers, by size of taxpayers, etc.	✓	✓	✓	✓	✓			
REC.REQ.047	Functional Requirement	MIS Reports	The system must provide MIS reports regarding Ageing of recovery cases: This report should provide date of identification of the arrear, number of elapsed days since identification of the arrear, amount of arrear as on date of identification, amount of arrear as on date of the report (in case any penalties and/or interest has been levied)	✓	✓	✓	✓	✓			
REC.REQ.048	Functional Requirement	MIS Reports	The system should provide MIS Reports on trends in arrears and recovery cases: This report should provide details of amounts of arrears at the beginning of the month, new arrears identified during the month, amount of arrears paid during the month and balance arrears at the end of the month.	✓	✓	✓	✓	✓			

Functional Requirements Specifications
Implementation of Commercial Taxes e-Governance in Haryana
Excise and Taxation Department, Haryana

Function Name: Arrears & Recoveries

Sr. No.	Nature of Requirement	Sub Module	Requirement Description	Requirement applicable for					Requirement available (Yes/ No)	Standard/ Customized/ Not available	Bidder's Comments
				VAT	Excise Tax	PGT	Entertainment Duty	Luxury Act			
REC.REQ.049	Functional Requirement	MIS Reports	The system must provide MIS reports regarding arrears on the following parameters: a. Amount of arrears by office b. Amount of arrears by district c. Amount by each tax	✓	✓	✓	✓	✓			
REC.REQ.050	Functional Requirement	MIS Reports	The system must provide MIS reports regarding recovery of arrears based on enforcement steps. This should provide (illustrative) details of: i. Number of notices sent to taxpayers ii. Statistics on payments received (This should be stage-wise. For example: Number/Amount of payments received after 1st notice, Amount of payments received after 2nd notice, etc.) iii. Amount collected from installment agreements iv. Amount collected from third party v. Amount collected from seizure vi. Expense incurred on a recovery activity	✓	✓	✓	✓	✓			
REC.REQ.051	Functional Requirement	Risk Rating	The system must integrate with the Risk Scoring System for Arrears being developed by HETD	✓	✗	✗	✗	✗			
REC.REQ.052	Functional Requirement	Risk Rating	In case of arrears, risk rating of the sureties given by the defaulting taxpayer should also be re-considered	✓	✗	✗	✗	✗			
REC.REQ.053	Functional Requirement	Handheld device	When the taxpayer makes an on-the-spot payment to settle dues, the system must provide the facility to generate and print a receipt for the taxpayer from handheld device. This receipt should be added to the recovery folder	✓	✓	✓	✓	✓			
REC.REQ.054	Functional Requirement	Handheld device	The receipt generated on-the-spot should be a non-editable document and should be securely saved on the handheld device in which the recovery folder has been replicated to work in an offline mode	✓	✓	✓	✓	✓			
REC.REQ.055	Functional Requirement	Management of items seized	The system should allow preparation of an inventory of assets seized to settle a debt including: a. Liquid assets and/or cash and the respective amounts b. Accounts and/or Financial instruments, the respective amounts and institutions where they are held c. Other property/ item/ vehicle seized and their estimated value as determined by the HETD recovery team	✓	✓	✓	✓	✓			
REC.REQ.056	Functional Requirement	Management of items seized	The system should provide in the offline mode a software tool to estimate the value of common properties/ items seized as part of recovery activities.	✓	✓	✓	✓	✓			
REC.REQ.057	Functional Requirement	Management of items seized	The system should allow creation of a master list of common properties/ items and values fixed by HETD for these properties. This master value sheet shall be used by the Valuation Tool.	✓	✓	✓	✓	✓			
REC.REQ.058	Functional Requirement	Management of items seized	The system must allow specification of an auction date for a collection of items seized as part of recovery activities	✓	✓	✓	✓	✓			
REC.REQ.059	Functional Requirement	Management of items seized	The system must provide a facility to the taxpayer to submit an application for recovery of the seized property/ items and provide details of the tax arrears paid	✓	✓	✓	✓	✓			

Functional Requirements Specifications
Implementation of Commercial Taxes e-Governance in Haryana
Excise and Taxation Department, Haryana

Function Name: Arrears & Recoveries

Sr. No.	Nature of Requirement	Sub Module	Requirement Description	Requirement applicable for					Requirement available (Yes/ No)	Standard/ Customized/ Not available	Bidder's Comments
				VAT	Excise Tax	PGT	Entertainment Duty	Luxury Act			
REC.REQ.060	Functional Requirement	Management of items seized	The system must inform the recovery officer if a taxpayer has made a payment against arrears due within 14 days of the auction date	✓	✓	✓	✓	✓			
REC.REQ.061	Functional Requirement	Management of items seized	The system must facilitate generation and publication of an auction notice deriving information from the inventory of seized property/ item, the minimum value set for each item and the date of auction	✓	✓	✓	✓	✓			
REC.REQ.062	Internal Interface Requirement	Interface with Payment module	The system's recovery module should have an interface with the Payments module to allow deposition of cash recovered by recovery officials into the HETD account.	✓	✓	✓	✓	✓			
REC.REQ.063	Functional Requirement	Alerts / Reminders	When the auction date has been set, the system should send an automatic message via E-mail / SMS to the taxpayer with the list of items listed for auction, the date of auction and a message stating that the taxpayer can recover the seized property up to 7 days prior to the date of auction	✓	✓	✓	✓	✓			
REC.REQ.064	Functional Requirement	Alerts / Reminders	System should send repeated reminders through email / SMS to the taxpayer on the notices served	✓	✓	✓	✓	✓			
REC.REQ.065	Functional Requirement	Tax payer ledger	System should maintain a taxpayer ledger for each TIN. Basic information in ledger account should be: a. TIN / PGT number / Excise License number b. Dealer information including Dealer name, business address, date of registration c. Payment made against tax liability and arrears d. Details of returns filed for past 3 years e. Pending arrears f. Penalties and details of penalties g. Notices served h. Refund claimed, refund due and refund processed	✓	✓	✓	✓	✓			
REC.REQ.066	Functional Requirement	Tax payer ledger	System should maintain notices served to the taxpayer in ledger account	✓	✓	✓	✓	✓			
REC.REQ.067	Functional Requirement	Tax payer ledger	System should archive notices after stipulated time period	✓	✓	✓	✓	✓			
REC.REQ.068	Functional Requirement	General	The system for Arrear and recovery management should be centralized	✓	✓	✓	✓	✓			

Functional Requirements Specifications
Implementation of Commercial Taxes e-Governance in Haryana
Excise and Taxation Department, Haryana

Function Name: Central Form Management

Sr. No.	Nature of Requirement	Sub Module	Requirement Description	Requirement applicable for					Requirement available (Yes/ No)	Standard/ Customized/ Not available	Bidder's Comments
				VAT	Excise Tax	PGT	Entertainment Duty	Luxury Act			
CFM.REQ.001	Functional Requirement	Data Source	System should be able to extract data from returns filed for forms generation	✓	✗	✗	✗	✗			
CFM.REQ.002	Functional Requirement	User Interface	System should have facility to show dealer transactions for which forms issued/pending	✓	✗	✗	✗	✗			
CFM.REQ.003	Functional Requirement	Forms Application	System should allow dealer to apply online for issue of forms based on returns	✓	✗	✗	✗	✗			
CFM.REQ.004	Functional Requirement	Forms Application	System should allow dealer to apply forms online for single or multiple parties	✓	✗	✗	✗	✗			
CFM.REQ.005	Standards Requirement	Forms Application	The system should provide the dealer with a facility to apply online for issue of forms of differential amount in case of rectification in transaction details	✓	✗	✗	✗	✗			
CFM.REQ.006	Standards Requirement	Forms Application	The system should be capable of generating notice for want indemnity bond when form loss is intimated	✓	✗	✗	✗	✗			
CFM.REQ.007	Standards Requirement	Forms Application	The system should be capable of sharing the lost form series on portal	✓	✗	✗	✗	✗			
CFM.REQ.008	Functional Requirement	Forms Application	System should have ability to calculate cost of forms	✓	✗	✗	✗	✗			
CFM.REQ.009	Functional Requirement	Forms Verification	System should have facility to upload data of issued/ lost forms at TINXSYS server in minimum time gap.	✓	✗	✗	✗	✗			
CFM.REQ.010	Functional Requirement	Forms Verification	System should have facility for outside agency to verify issue forms (Single/Batch Verification)	✓	✗	✗	✗	✗			
CFM.REQ.011	Functional Requirement	E-payment facility	System should have facility for dealer to pay cost of forms online through various methods like Internet banking, credit cards etc.	✓	✗	✗	✗	✗			
CFM.REQ.012	Functional Requirement	Application Processing	The system should provide the Authority with the ability to online reject/approve the issue of forms	✓	✗	✗	✗	✗			
CFM.REQ.013	Functional Requirement	Application Processing	The system should have provision to approve / reject form request automatically and manually as per department criteria specified	✓	✗	✗	✗	✗			
CFM.REQ.014	Functional Requirement	Issue Management	System should be capable of generating alert if any recovery pending while generating central forms	✓	✗	✗	✗	✗			
CFM.REQ.015	Functional Requirement	Issue Management	System should be capable of restricting form generation if the recovery is pending till the dealer furnish equivalent security	✓	✗	✗	✗	✗			
CFM.REQ.016	Functional Requirement	Issue Management	System should be capable of changing status and restrictions once delaer furnish security equivalent to recovery	✓	✗	✗	✗	✗			
CFM.REQ.017	Functional Requirement	Issue Management	System should allow for single & mass printing of completely filled forms	✓	✗	✗	✗	✗			
CFM.REQ.018	Functional Requirement	Issue Management	System should allow dealer in printing of completely filled forms on multiple type of printing paper	✓	✗	✗	✗	✗			
CFM.REQ.019	Functional Requirement	Issue Management	System should have facility for issue of forms of differential amount in case of rectified transaction with reference to main form issued	✓	✗	✗	✗	✗			
CFM.REQ.020	Functional Requirement	User facilitation	The system should provide the dealer the facility to online track status of forms application	✓	✗	✗	✗	✗			
CFM.REQ.021	Functional Requirement	User facilitation	System should automatically send alert for rejection/approval of application, estimated time required for printing of forms & printed forms ready for delivery to the dealer	✓	✗	✗	✗	✗			

Functional Requirements Specifications
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Function Name: Central Form Management

Sr. No.	Nature of Requirement	Sub Module	Requirement Description	Requirement applicable for					Requirement available (Yes/ No)	Standard/ Customized/ Not available	Bidder's Comments
				VAT	Excise Tax	PGT	Entertainment Duty	Luxury Act			
CFM.REQ.022	Functional Requirement	User facilitation	The system should provide the dealer the facility to check history of forms issued to him	✓	✗	✗	✗	✗			
CFM.REQ.023	Functional Requirement	Intimation	The system should provide the dealer the facility to intimate online its lost forms	✓	✗	✗	✗	✗			
CFM.REQ.024	Standards Requirement	MIS Reports	System should show record of approved, rejected & pending application for approval, printing or delivery and delivered	✓	✗	✗	✗	✗			
CFM.REQ.025	Functional Requirement	MIS Reports	System should have facility to generate report of issued form on basis of different criteria's like dealer, receiving state, area, value, period etc	✓	✗	✗	✗	✗			
CFM.REQ.026	Functional Requirement	MIS Reports	System should have facility to generate report of lost form on basis of different criteria's like dealer, receiving state, area, value, period etc	✓	✗	✗	✗	✗			

Functional Requirements Specifications
Implementation of Commercial Taxes e-Governance in Haryana
Excise and Taxation Department, Haryana

Function Name: Local Form Management

Sr. No.	Nature of Requirement	Sub Module	Requirement Description	Requirement applicable for					Requirement available (Yes/ No)	Standard/ Customized/ Not available	Bidder's Comments
				VAT	Excise Tax	PGT	Entertainment Duty	Luxury Act			
LFM.REQ.001	Functional Requirement	Forms Application	System shall issue the forms after the transaction	✓	✗	✗	✗	✗			
LFM.REQ.002	Functional Requirement	Data Source	System should be able to extract data from returns filed for forms generation	✓	✗	✗	✗	✗			
LFM.REQ.003	Functional Requirement	User Interface	System should have facility to show dealer transactions for which forms issued/pending	✓	✗	✗	✗	✗			
LFM.REQ.004	Functional Requirement	Forms Application	System should allow dealer to apply online for issue of forms based on returns	✓	✗	✗	✗	✗			
LFM.REQ.005	Functional Requirement	Forms Application	System should allow dealer to apply forms online for single or multiple parties	✓	✗	✗	✗	✗			
LFM.REQ.006	Functional Requirement	Forms Application	System should have ability to calculate cost of forms	✓	✗	✗	✗	✗			
LFM.REQ.007	Functional Requirement	Forms Application	The system should provide the dealer with the facility to apply online for issue of rectified forms in case of rectification in transaction details	✓	✗	✗	✗	✗			
LFM.REQ.008	Functional Requirement	Forms Verification	System should have facility to verify issue forms (Single/Batch Verification)	✓	✗	✗	✗	✗			
LFM.REQ.009	Functional Requirement	E-payment facility	System should have facility for dealer to pay cost of Local forms online through various methods like Internet banking, credit cards etc.	✓	✗	✗	✗	✗			
LFM.REQ.010	Functional Requirement	Application Processing	The system should have provision to approve / reject form request automatically and manually as per department criteria specified	✓	✗	✗	✗	✗			
LFM.REQ.011	Functional Requirement	Issue Management	System should be capable of generating alert if any recovery pending while generating local forms	✓	✗	✗	✗	✗			
LFM.REQ.012	Functional Requirement	Issue Management	System should be capable of restricting form generation if the recovery is pending till the dealer furnish equivalent security	✓	✗	✗	✗	✗			
LFM.REQ.013	Functional Requirement	Issue Management	System should be capable of changing status and restrictions once dealer furnish security equivalent to recovery	✓	✗	✗	✗	✗			
LFM.REQ.014	Functional Requirement	Issue Management	System should allow for single & mass printing of completely filled forms	✓	✗	✗	✗	✗			
LFM.REQ.015	Functional Requirement	Issue Management	System should allow dealer to print completely filled forms on multiple type of printing paper.	✓	✗	✗	✗	✗			
LFM.REQ.016	Functional Requirement	Issue Management	System should have facility for issue of rectified forms in case of rectified transaction with reference to main form issued	✓	✗	✗	✗	✗			
LFM.REQ.017	Functional Requirement	User facilitation	The system should provide the dealer with the facility to online track status of forms application	✓	✗	✗	✗	✗			
LFM.REQ.018	Functional Requirement	User facilitation	System should automatically send alert for rejection/approval of application, estimated time required for printing of forms & printed forms ready for delivery to the dealer	✓	✗	✗	✗	✗			
LFM.REQ.019	Functional Requirement	User facilitation	The system should provide the dealer the facility to check history of forms issued to him	✓	✗	✗	✗	✗			
LFM.REQ.020	Functional Requirement	Lost forms Management	The system should provide the dealer the facility to intimate online its lost forms	✓	✗	✗	✗	✗			
LFM.REQ.021	Functional Requirement	Lost forms Management	System should have facility to display record of lost forms on its website	✓	✗	✗	✗	✗			

Functional Requirements Specifications
Implementation of Commercial Taxes e-Governance in Haryana
Excise and Taxation Department, Haryana

Function Name: Local Form Management

Sr. No.	Nature of Requirement	Sub Module	Requirement Description	Requirement applicable for					Requirement available (Yes/ No)	Standard/ Customized/ Not available	Bidder's Comments
				VAT	Excise Tax	PGT	Entertainment Duty	Luxury Act			
LFM.REQ.022	Functional Requirement	MIS Reports	System should show record of approved, rejected & pending application for approval, printing or delivery and delivered	✓	✗	✗	✗	✗			
LFM.REQ.023	Functional Requirement	MIS Reports	System should have facility to generate report of issued form on basis of different criteria like dealer, area, value, period etc	✓	✗	✗	✗	✗			
LFM.REQ.024	Functional Requirement	MIS Reports	System should have facility to provide report of forms issued on various criteria's like • Dealer • Class of dealers • Area • Date • Period • Transaction Amount Etc……	✓	✗	✗	✗	✗			
Function Name: Local Transit Form Management											
LFM.REQ.025	Functional Requirement	E-management	System should have user interface to generate forms online	✓	✗	✗	✗	✗			
LFM.REQ.026	Functional Requirement	Dealer Forms Ledger	System should have dealer ledger for transit forms	✓	✗	✗	✗	✗			
LFM.REQ.027	Functional Requirement	Dealer Forms Ledger	System should have facility to enter detail of department printed forms issued to dealer in dealer ledger	✓	✗	✗	✗	✗			
LFM.REQ.028	Functional Requirement	Forms Generation	System should have facility for dealer to enter detail of outward form in the system & generate completely filled forms	✓	✗	✗	✗	✗			
LFM.REQ.029	Functional Requirement	Forms Generation	System should have facility for dealer to enter partial detail in inward form & generate e-link usable by outsider to complete the pending detail in form & generate completely filled form	✓	✗	✗	✗	✗			
LFM.REQ.030	Functional Requirement	Forms Generation	System should have facility for dealer to e-mail link of partially filled form to outsider	✓	✗	✗	✗	✗			
LFM.REQ.031	Functional Requirement	Forms Generation	System should have facility to allot each generated form unique serial number & Bar code	✓	✗	✗	✗	✗			
LFM.REQ.032	Functional Requirement	Forms Generation	System should allow upload detail for single or batch generation of forms	✓	✗	✗	✗	✗			
LFM.REQ.033	Functional Requirement	Forms Generation	System should allow for single & batch printing of completely filled forms	✓	✗	✗	✗	✗			
LFM.REQ.034	Functional Requirement	Forms Generation	System should maintain record of forms generated in dealer	✓	✗	✗	✗	✗			
LFM.REQ.035	Functional Requirement	Forms Generation	Taxpayer will generate local forms either using facility available at Department portal or using Client Side executable utility for electronic filing	✓	✗	✗	✗	✗			
LFM.REQ.036	Functional Requirement	Forms Generation	Incase any recovery is pending against a dealer; online generation of local forms will be subject to approval of Assessing Authority	✓	✗	✗	✗	✗			
LFM.REQ.037	Functional Requirement	Forms Generation	Dealer will be required to provide utilization of forms before applying for additional forms	✓	✗	✗	✗	✗			
LFM.REQ.038	Functional Requirement	Forms Generation	Each local form would have a unique code which can be later utilized for reconciliation with the dealer data	✓	✗	✗	✗	✗			

Functional Requirements Specifications
Implementation of Commercial Taxes e-Governance in Haryana
Excise and Taxation Department, Haryana

Function Name: Local Form Management

Sr. No.	Nature of Requirement	Sub Module	Requirement Description	Requirement applicable for					Requirement available (Yes/ No)	Standard/ Customized/ Not available	Bidder's Comments
				VAT	Excise Tax	PGT	Entertainment Duty	Luxury Act			
LFM.REQ.039	Functional Requirement	Forms Verification	System should allow verification of real time forms data by mobile hand-held devices of department officers	✓	✗	✗	✗	✗			
LFM.REQ.040	Functional Requirement	Inventory Management	System should have forms inventory module of department printed forms movement	✓	✗	✗	✗	✗			
LFM.REQ.041	Functional Requirement	Inventory Management	The system's Forms inventory module should have facility to enter movement of forms between intermediary branches of department	✓	✗	✗	✗	✗			
LFM.REQ.042	Functional Requirement	Used forms Submission	The system should provide the dealer with the facility to enter detail of used forms in dealer ledger & generate summary sheet of detail entered	✓	✗	✗	✗	✗			
LFM.REQ.043	Functional Requirement	Used forms Submission	The system should have capability of restricting dealer of using already used forms	✓	✗	✗	✗	✗			
LFM.REQ.044	Functional Requirement	Used forms Submission	System should have facility for departmental users to enter receipt of used form with summary sheet in dealer ledger	✓	✗	✗	✗	✗			
LFM.REQ.045	Functional Requirement	Issue Management	System should be capable of generating alert if any recovery pending while generating central forms	✓	✗	✗	✗	✗			
LFM.REQ.046	Functional Requirement	Issue Management	System should be capable of restricting form generation if the recovery is pending till the dealer furnish equivalent security	✓	✗	✗	✗	✗			
LFM.REQ.047	Functional Requirement	Issue Management	System should be capable of changing status and restrictions once delaer furnish security equivalent to recovery	✓	✗	✗	✗	✗			
LFM.REQ.048	Functional Requirement	User facilitation	The system should provide the Dealer with the facility to check history of forms generated by him, issued to him & used forms submitted by him.	✓	✗	✗	✗	✗			
LFM.REQ.049	Functional Requirement	MIS Reports	System should have facility to maintain detail of persons authorize to receive forms on behalf of dealer	✓	✗	✗	✗	✗			
LFM.REQ.050	Functional	MIS Reports	System should have facility to provide report of submitted used	✓	✗	✗	✗	✗			
LFM.REQ.051	Functional Requirement	Lost forms Management	The system should provide the Dealer with the facility to intimate online its lost forms	✓	✗	✗	✗	✗			
LFM.REQ.052	Functional Requirement	Lost forms Management	System should have facility to display record of lost forms on its website	✓	✗	✗	✗	✗			

Functional Requirements Specifications
Implementation of Commercial Taxes e-Governance in Haryana
Excise and Taxation Department, Haryana

Function Name: Remedies

Sr. No.	Nature of Requirement	Sub Module	Requirement Description	Requirement applicable for					Requirement available (Yes/ No)	Standard/ Customized/ Not available	Bidder's Comments
				VAT	Excise Tax	PGT	Entertainment Duty	Luxury Act			
REM.REQ.001	Functional Requirement	Appeal/Application Submission	System should have facility to submit online memorandum for Appeal, Review, or application for reference, rectification etc	✓	✓	✓	✓	✓			
REM.REQ.002	Functional Requirement	Appeal/Application Submission	System checks validity and eligibility of application based on predefined criteria at time of submission	✓	✓	✓	✓	✓			
REM.REQ.003	Functional Requirement	Appeal/Application Submission	The system should link the Appeal application with the Order no. (E.g. Assessment case no./Penalty order no./Cancellation Order no. etc) against which the remedy has been seeked.	✓	✓	✓	✓	✓			
REM.REQ.004	Functional Requirement	Appeal/Application Submission	System should have facility to submit online scanned/soft copy of supporting document	✓	✓	✓	✓	✓			
REM.REQ.005	Functional Requirement	Appeal/Application Submission	System should have ability to allot unique appeal/application number for each submitted appeal/application	✓	✓	✓	✓	✓			
REM.REQ.006	Functional Requirement	Acknowledgment Receipt	System should have ability to generate acknowledgement receipt mentioning unique appeal/application no.	✓	✓	✓	✓	✓			
REM.REQ.007	Functional Requirement	Proceeding process	System notifies concerned authority passing the order against which remedy seeked.	✓	✓	✓	✓	✓			
REM.REQ.008	Functional Requirement	Proceeding process	System automatically updates the record of concerned district office of the authority passing the order against which remedy seeked.	✓	✓	✓	✓	✓			
REM.REQ.009	Functional Requirement	Proceeding process	System should allow routing of cases between concerned officers for information and approval.	✓	✓	✓	✓	✓			
REM.REQ.010	Functional Requirement	Proceeding process	The system should provide the Authority with the facility to upload extracts of case in the system	✓	✓	✓	✓	✓			
REM.REQ.011	Functional Requirement	Proceeding process	System should provide facility for online submission of documents by the dealers for appeal/application	✓	✓	✓	✓	✓			
REM.REQ.012	Functional Requirement	Proceeding Date Management	System helps schedule the Hearing dates on Appeal cases in queue and availability of Appellate Authority.	✓	✓	✓	✓	✓			
REM.REQ.013	Functional Requirement	Appeal/Application Submission	The system should allow the officers to post comments on ground of appeal if directed by appellate authority.	✓	✓	✓	✓	✓			
REM.REQ.014	Functional Requirement	Appeal/Application Submission	The system should allow demand for security for hearing appeal and facility to upload scanned documents, routing of surety bond to concerned district office for verification and acceptance report by officials of that district & routing back to appeal office	✓	✓	✓	✓	✓			
REM.REQ.015	Functional Requirement	Proceeding Date Management	System should have cause list of cases to be available online	✓	✓	✓	✓	✓			
REM.REQ.016	Functional Requirement	Proceeding Date Management	The system should provide the User the facility to check next hearing date online	✓	✓	✓	✓	✓			
REM.REQ.017	Functional Requirement	Fees E-Payment	System should have facility for e-payment of Appeal/Application fees through internet banking, Credit Card etc.	✓	✓	✓	✓	✓			
REM.REQ.018	Functional Requirement	Notice/Order Generation	System should be able to generate notices/orders in pre defined formats with inputs from assessing authority	✓	✓	✓	✓	✓			

Functional Requirements Specifications
Implementation of Commercial Taxes e-Governance in Haryana
Excise and Taxation Department, Haryana

Function Name: Remedies

Sr. No.	Nature of Requirement	Sub Module	Requirement Description	Requirement applicable for					Requirement available (Yes/ No)	Standard/ Customized/ Not available	Bidder's Comments
				VAT	Excise Tax	PGT	Entertainment Duty	Luxury Act			
REM.REQ.019	Functional Requirement	Notice/Order Generation	System should allow for single & mass e-mailing & printing of notices/Orders	✓	✓	✓	✓	✓			
REM.REQ.020	Functional Requirement	Notice/Order Generation	System should have ability to generates orders with authority inputs.	✓	✓	✓	✓	✓			
REM.REQ.021	Functional Requirement	Notice/Order Generation	System should allot unique identification number for each notice & order	✓	✓	✓	✓	✓			
REM.REQ.022	Functional Requirement	Notice/Order Generation	System should allow reprint of notice/order with identification number	✓	✓	✓	✓	✓			
REM.REQ.023	Functional Requirement	Notice/Order Processing	System should allow for sorting of notices based on type of appeal/application, notice, date of notice etc.	✓	✓	✓	✓	✓			
REM.REQ.024	Functional Requirement	Notice/Order Processing	The system should allow the User to update the date and other details of the response received against a particular notice	✓	✓	✓	✓	✓			
REM.REQ.025	Functional Requirement	Notice/Order Service	System should be able to post notices & orders in dealer Id. In system & simultaneously e-mail to the dealer Id.	✓	✓	✓	✓	✓			
REM.REQ.026	Functional Requirement	Notice/Order Service	The system should automatically flash the Notice/Order when the dealer log in to the system	✓	✓	✓	✓	✓			
REM.REQ.027	Functional Requirement	Notice/Order Service	System should automatically send read receipt in case of successful flash of notice/order	✓	✓	✓	✓	✓			
REM.REQ.028	Functional Requirement	Notice/Order Service	System should flag notice/order which are not read by the dealer within prescribed number of days for manual service	✓	✓	✓	✓	✓			
REM.REQ.029	Functional Requirement	Process Interlinking	System should automatically post demand created/refund allowed to corresponding module	✓	✓	✓	✓	✓			
REM.REQ.030	Functional Requirement	Process Interlinking	System should have facility to post remand order to corresponding remand module	✓	✓	✓	✓	✓			
REM.REQ.031	Functional Requirement	Process Interlinking	System should have ability to notify concerned officer of remand order	✓	✓	✓	✓	✓			
REM.REQ.032	Functional Requirement	Dealer Ledger	System should maintain in dealer id record of pending appeal/application & next date of hearing	✓	✓	✓	✓	✓			
REM.REQ.033	Functional Requirement	Alert/Notification	The system should provide the Ability to generate an appeal/application rejection notification if invalid	✓	✓	✓	✗	✗			
REM.REQ.034	Functional Requirement	Alert/Notification	The system should provide the ability to generate an appeal notification with all relevant details including date of appeal for the tax payer	✓	✓	✓	✓	✓			
REM.REQ.035	Functional Requirement	Result processing	The system suspends enforcement actions whilst the appeal is in process	✓	✓	✓	✓	✓			
REM.REQ.036	Functional Requirement	Result processing	The system should provide the ability to capture the tax decision of the tax tribunal or higher authority	✓	✓	✓	✓	✓			
REM.REQ.037	Functional Requirement	Result processing	The system should provide the ability to generate the objection decision details of the tax tribunal or higher authority	✓	✓	✓	✓	✓			
REM.REQ.038	Functional Requirement	Result processing	If appeal is rejected, the system should remove the enforcement prohibition flag	✓	✓	✓	✓	✓			
REM.REQ.039	Functional Requirement	Result processing	If the objection is agreed and a refund is due, the system must initiate the refund processing procedure	✓	✓	✓	✓	✓			
REM.REQ.040	Functional Requirement	Record maintenance	The system should provide the ability to capture application for an appeal to the tax tribunal within specified days of the appeal tax decision.	✓	✓	✓	✓	✓			

Functional Requirements Specifications
Implementation of Commercial Taxes e-Governance in Haryana
Excise and Taxation Department, Haryana

Function Name: Remedies

Sr. No.	Nature of Requirement	Sub Module	Requirement Description	Requirement applicable for					Requirement available (Yes/ No)	Standard/ Customized/ Not available	Bidder's Comments
				VAT	Excise Tax	PGT	Entertainment Duty	Luxury Act			
REM.REQ.041	Functional Requirement	Record maintenance	The system should provide the ability to capture decision on whether to grant the appeal	✓	✓	✓	✓	✓			
REM.REQ.042	Functional Requirement	Record maintenance	The system should provide the ability to capture decision on whether to refer the case to higher court(s)	✓	✓	✓	✓	✓			
REM.REQ.043	Functional Requirement	Record maintenance	The system should provide the ability to capture application for an appeal to the courts	✓	✓	✓	✓	✓			
REM.REQ.044	Functional Requirement	Record maintenance	The system should provide the ability to captured all court case details including date of appeal/reference	✓	✓	✓	✓	✓			
REM.REQ.045	Functional Requirement	Rectification/revision processing	System should allow for department assessing authority initiated/applicant initiated rectification.	✓	✓	✓	✗	✓			
REM.REQ.046	Functional Requirement	Rectification/revision processing	System should allow online issue of revision notice	✓	✓	✓	✓	✓			
REM.REQ.047	Functional Requirement	Rectification/revision processing	System must have the capability to record the case history including any hearing dates, hearing proceedings and outcome of the hearing.	✓	✓	✓	✓	✓			
REM.REQ.048	Functional Requirement	Rectification/revision processing	System should allow verification of applicant details to determine if the rectification has any impact on the tax liability.	✓	✓	✓	✗	✓			
REM.REQ.049	Functional	Rectification/rev	System should allow rectification/revision to be made in the record.	✓	✓	✓	✓	✓			
REM.REQ.050	Functional Requirement	Rectification/revision processing	System should allow rectification/revision to be forwarded to relevant authorities for review/approval.	✓	✓	✓	✓	✓			
REM.REQ.051	Functional Requirement	MIS Reports	System should be able to generate reports of appeal, review, reference, rectification, revision & remand cases on multiple criteria's like a. Pending/Finalized b. Date of filing c. Act d. Area e. Authority f. Judgment outcome (demand, refund, remand etc.)	✓	✓	✓	✓	✓			

Functional Requirements Specifications
Implementation of Commercial Taxes e-Governance in Haryana
Excise and Taxation Department, Haryana

Function Name: Other Processes

Sr. No.	Nature of Requirement	Sub Module	Requirement Description	Requirement applicable for					Requirement available (Yes/ No)	Standard/ Customized/ Not available	Bidder's Comments
				VAT	Excise Tax	PGT	Entertainment Duty	Luxury Act			
OTH.REQ.001	Functional Requirement	Policy Making	The system should have the ability to immediately put up decisions on the Portal Especially the ones which have ramifications for the general public	✓	✓	✓	✓	✓			
OTH.REQ.002	Functional Requirement	Policy Making	There should be a specialized cell for collating and examining data for the purposes of policy formulation	✓	✓	✓	✓	✓			
OTH.REQ.003	Functional Requirement	Policy Making	The system should allow capturing of data for policy formulation	✓	✓	✓	✓	✓			
OTH.REQ.004	Functional Requirement	Policy Making	The data captured would be under different heads with reference to the source of the data and would accordingly be entered in the system	✓	✓	✓	✓	✓			
OTH.REQ.005	Functional Requirement	Policy Making	The different headings under which the data would be categorized would be as follows; District Excise Offices, Industries, District Administration, MIS Reports generated and License holders	✓	✓	✓	✓	✓			
OTH.REQ.006	Functional Requirement	Policy Making	Representations received from Industry, business groups and other lobbies should be saved in the database under a specific heading	✓	✓	✓	✓	✓			
OTH.REQ.007	Functional Requirement	Policy Making	Objections and comments put across by civil society, interest groups regarding to draft legislation and proposals should also be entered in the system	✓	✓	✓	✓	✓			
OTH.REQ.008	Functional Requirement	Policy Making	The database would also have a facility for storing all Notifications, Circulars Public Notices, Executive Orders and By laws which can be a reference point for policy making	✓	✓	✓	✓	✓			
OTH.REQ.009	Functional Requirement	Policy Making	The database should have meta data and proper indexing for storing all Notifications, Circulars Public Notices, Executive Orders and By laws								
OTH.REQ.010	Functional Requirement	Policy Making	The removal, replacement and alteration to the documents stored on portal should be done with proper approval from higher and designated authorities								
OTH.REQ.011	Functional Requirement	Policy Making	There would have to be a provision for uploading of Notifications, Circulars, Public Notices, Executive Orders and By laws	✓	✓	✓	✓	✓			
OTH.REQ.012	Functional Requirement	Policy Making	There would also be a provision for archives under which all Notifications, Circulars Public Notices, Executive Orders and By laws would be stored	✓	✓	✓	✓	✓			
OTH.REQ.013	Functional Requirement	Policy Making	There would be a specified password for accessing this database and only authorized persons would be able to access, upload and delete the data.	✓	✓	✓	✓	✓			
OTH.REQ.014	Functional Requirement	Policy Making	There should be proper classification of general public and internal documents	✓	✓	✓	✓	✓			
OTH.REQ.015	Functional Requirement	Policy Making	The document marked as public notification when approved should be uploaded on portal as per approved date and time	✓	✓	✓	✓	✓			
OTH.REQ.016	Functional Requirement	Policy Making	The system should have intra-department clarifications required and notification feature	✓	✓	✓	✓	✓			
OTH.REQ.017	Functional Requirement	Policy Making	The database would also have a link through which it would be possible to communicate with Income Tax Department and Central Excise and Service Tax for collation of information	✓	✓	✓	✓	✓			
OTH.REQ.018	Functional Requirement	Policy Making	This will also require facility for uploading of data	✓	✓	✓	✓	✓			

Functional Requirements Specifications
Implementation of Commercial Taxes e-Governance in Haryana
Excise and Taxation Department, Haryana

Function Name: Other Processes

Sr. No.	Nature of Requirement	Sub Module	Requirement Description	Requirement applicable for					Requirement available (Yes/ No)	Standard/ Customized/ Not available	Bidder's Comments
				VAT	Excise Tax	PGT	Entertainment Duty	Luxury Act			
OTH.REQ.019	Functional Requirement	Policy Making	The functions of data analysis, trend analysis, gap analysis, analysis of inputs, preparation of tables and charts would be done on the system itself.	✓	✓	✓	✓	✓			
OTH.REQ.020	Functional Requirement	Policy Making	System shall allow the Department to download reports in the pre-defined file format (e.g. spreadsheet, word processing, etc as per desktop office solution)	✓	✓	✓	✓	✓			
OTH.REQ.021	Functional Requirement	Policy Making	The annual excise policy of each year should be entered in the system.	✓	✓	✓	✓	✓			
OTH.REQ.022	Functional Requirement	Policy Making	This would entail creation of an Archives in the database which would contain annual policies for previous years	✓	✓	✓	✓	✓			
OTH.REQ.023	Functional Requirement	Policy Making	The system shall provide facility to retrieve/generate and view MIS related to periodic Revenue Statistics and performance across one or more dimensions that shall include summary of Tax Receipts, Refunds, Arrears, Interests, penalties, tax expenditures, etc	✓	✓	✓	✓	✓			
OTH.REQ.024	Functional Requirement	Policy Making	The system shall provide facility to retrieve/generate and view online periodic MIS related to Tax Administration performance across one or more dimensions that shall include financial and non-information information like: Number of new taxpayers, Number of Taxpayers filing returns, Total Tax liabilities, Total Tax bases, Total accrued and paid refunds, Number of outstanding arrears, Number of outstanding or completed cases and Revenue from Audit action	✓	✓	✓	✓	✓			
OTH.REQ.025	Functional Requirement	Policy Making	The system shall allow capture and maintain of planned estimates and allow comparative analysis of the actual versus planned	✓	✓	✓	✓	✓			
OTH.REQ.026	Functional Requirement	Policy Making	The system shall allow user to enter planned estimates (e.g. Annual tax revenue estimates) at the beginning of a time period and shall compare with actual on a periodic basis at various intervals based on data retrieved from the operational database	✓	✓	✓	✓	✓			
OTH.REQ.027	Functional Requirement	Policy Making	The system shall allow user to adopt various parametric statistical methods, complex stochastic decision analysis and econometric techniques for policy making	✓	✓	✓	✓	✓			
OTH.REQ.028	Functional Requirement	Policy Making	The system shall provide facility to perform following kinds of operations on data; drill down across hierarchy of levels within a dimension from aggregate to specific fact records and vice versa, drill across dimensions for selected records, slice and dice of data sets, sorting of records and filtering of records	✓	✓	✓	✓	✓			
OTH.REQ.029	Functional Requirement	Policy Making	System shall provide techniques of comparative analysis like ranking, percentage, analytic and statistical	✓	✓	✓	✓	✓			
OTH.REQ.030	Functional Requirement	Policy Making	The system shall allow user to summarize and present data using a variety of highly customizable charts, including vertical and horizontal bar, pie, donut, sub grouped pie, star and block charts, plots like scatter, line, area bubble, multiple axis and overlay plots	✓	✓	✓	✓	✓			
OTH.REQ.031	Functional Requirement	Policy Making	The system shall provide an ability to integrate with operational MIS from various process workflows within the system into the application for consolidated viewing of MIS	✓	✓	✓	✓	✓			

Functional Requirements Specifications
Implementation of Commercial Taxes e-Governance in Haryana
Excise and Taxation Department, Haryana

Function Name: Other Processes

Sr. No.	Nature of Requirement	Sub Module	Requirement Description	Requirement applicable for					Requirement available (Yes/ No)	Standard/ Customized/ Not available	Bidder's Comments
				VAT	Excise Tax	PGT	Entertainment Duty	Luxury Act			
OTH.REQ.032	Functional Requirement	Policy Making	The system shall provide Digital Rights Management capability to control and maintain access and to prevent manipulation/unauthorized view, copy or delete of image files	✓	✓	✓	✓	✓			
OTH.REQ.033	Functional Requirement	Policy Making	The system shall secure the data stream carrying the user login credentials	✓	✓	✓	✓	✓			
OTH.REQ.034	Functional Requirement	Policy Making	The data in the repository shall be maintained in the manner that shall facilitate complex querying and reporting; faster reporting and analysis	✓	✓	✓	✓	✓			
OTH.REQ.035	Functional Requirement	Policy Making	The system shall put a date and time stamp on documents created and accessed	✓	✓	✓	✓	✓			
OTH.REQ.036	Functional Requirement	Internal Audit	Audit log of all the activities would be maintained in the system which can be checked by competent authority as required.	✓	✓	✓	✓	✓			
OTH.REQ.037	Functional Requirement	Internal Audit	The system should be able to create reminder to in order to start the new audit cycle.	✓	✓	✓	✓	✓			
OTH.REQ.038	Functional Requirement	Internal Audit	The system should maintain the history and results of previous years audit.	✓	✓	✓	✓	✓			
OTH.REQ.039	Functional Requirement	Internal Audit	The system should be able to record the audit time budget which can be compared with the actual time charges during the audit execution.	✓	✓	✓	✓	✓			
OTH.REQ.040	Functional Requirement	Internal Audit	The system should be able to generate electronic workflow for review and approval.	✓	✓	✓	✓	✓			
OTH.REQ.041	Functional Requirement	Internal Audit	The system should be able to attach The List of Audit Candidates and The Audit Selection Report.	✓	✓	✓	✓	✓			
OTH.REQ.042	Functional Requirement	Internal Audit	The system should be able to record checklist for equipment and logistics needed by the auditor.	✓	✓	✓	✓	✓			
OTH.REQ.043	Functional Requirement	Internal Audit	The system should be able to record the audit schedule for each auditor.	✓	✓	✓	✓	✓			
OTH.REQ.044	Functional Requirement	Internal Audit	The system should be able to assist in streamlining all auditor activities	✓	✓	✓	✓	✓			
OTH.REQ.045	Functional Requirement	Internal Audit	The system should be able to create electronic Audit Case Folder and identified with unique number.	✓	✓	✓	✓	✓			
OTH.REQ.046	Functional Requirement	Internal Audit	The system should be able to access Document Management System and other database to retrieve all auditee's related information and attach into Audit Case Folder.	✓	✓	✓	✓	✓			
OTH.REQ.047	Functional Requirement	Internal Audit	The system should be able to provide the documents on previous years audit program that can be retrieved by auditors.	✓	✓	✓	✓	✓			
OTH.REQ.048	Functional Requirement	Internal Audit	The system should be able to assist in generating the online and offline Audit Program for the upcoming audit cycle.	✓	✓	✓	✓	✓			
OTH.REQ.049	Functional Requirement	Internal Audit	The document obtained from auditee should be able to be attached into the Case Folder.	✓	✓	✓	✓	✓			
OTH.REQ.050	Functional Requirement	Internal Audit	The system should provide a facility to provide checklist which updates the status of audit activities.	✓	✓	✓	✓	✓			
OTH.REQ.051	Functional Requirement	Record Management	A specified database should be created for maintaining a list of files in the system	✓	✓	✓	✓	✓			
OTH.REQ.052	Functional Requirement	Record Management	A centralized system generated serial number should be given to each file	✓	✓	✓	✓	✓			

Functional Requirements Specifications
Implementation of Commercial Taxes e-Governance in Haryana
Excise and Taxation Department, Haryana

Function Name: Other Processes

Sr. No.	Nature of Requirement	Sub Module	Requirement Description	Requirement applicable for					Requirement available (Yes/ No)	Standard/ Customized/ Not available	Bidder's Comments
				VAT	Excise Tax	PGT	Entertainment Duty	Luxury Act			
OTH.REQ.053	Functional Requirement	Record Management	The following details would also need to be entered in the system with respect to each file; issue, date of file creation and nature of importance	✓	✓	✓	✓	✓			
OTH.REQ.054	Functional Requirement	Record Management	The nature of importance would be in an ascending order; confidential, very important, important and normal	✓	✓	✓	✓	✓			
OTH.REQ.055	Functional Requirement	Record Management	Whenever a new file is created an entry should be made in the system and the records updated.	✓	✓	✓	✓	✓			
OTH.REQ.056	Functional Requirement	Record Management	The location of each file should also be entered in the system	✓	✓	✓	✓	✓			
OTH.REQ.057	Functional Requirement	Record Management	System should facilitate retrieval of file since exact location and file details with TIN would be stored in system.	✓	✓	✓	✓	✓			

Functional Requirements Specifications
Implementation of Commercial Taxes e-Governance in Haryana
Excise and Taxation Department, Haryana

Function Name: Taxpayer Ledger

Sr. No.	Nature of Requirement	Sub Module	Requirement Description	Requirement applicable for					Requirement available (Yes/ No)	Standard/ Customized/ Not available	Bidder's Comments
				VAT	Excise Tax	PGT	Entertainment Duty	Luxury Act			
TPL.REQ.001	Functional Requirement	Taxpayer View	System should provide separate Tax Payer ledger for each type of tax which should be accessible to taxpayer via portal	✓	✓	✓	✓	✓			
TPL.REQ.002	Functional Requirement	Taxpayer View	System should allow Tax payer ledger to be accessible using the unique registration number of taxpayer as username and password set by taxpayer	✓	✓	✓	✓	✓			
TPL.REQ.003	Functional Requirement	Taxpayer View	System should update taxpayer ledger on real time basis	✓	✓	✓	✓	✓			
TPL.REQ.004	Functional Requirement	Taxpayer View	System should have following information (illustrative) in the taxpayer ledger as dashboard TIN Dealer Information Payments made against tax liability and arrears Details of returns filed for past 3 years Pending Arrears Penalties and Details of penalties Notices served Pending quota for Excise Pending permit / pass for Excise Pending synchronization data for PGT Updating ticket issuance for Entertainment Tax Assessment Status Refund Status Pending Appeal or Complaint Status Legal Case Details and Status Any special observation recorded by Higher officer with regards to taxpayer	✓	✓	✓	✓	✓			
TPL.REQ.005	Functional Requirement	Taxpayer View	System should have summary ready information including the alerts related to the taxpayer	✓	✓	✓	✓	✓			
TPL.REQ.006	Functional Requirement	Department View	System should allow Department officers to access the taxpayer ledger for monitoring purpose	✓	✓	✓	✓	✓			
TPL.REQ.007	Functional Requirement	Department View	System should generate consolidated view of taxpayer ledgers as required by the department officials	✓	✓	✓	✓	✓			
TPL.REQ.008	Functional Requirement	Department View	System should not allow any changes to be made to taxpayer ledger by department officials	✓	✓	✓	✓	✓			
TPL.REQ.009	Functional Requirement	General	System should maintain taxpayer ledger information for past 3 years from filing of the return	✓	✓	✓	✓	✓			
TPL.REQ.010	Functional Requirement	General	System should archive the information which is more than 3 years old from filing of the return	✓	✓	✓	✓	✓			
TPL.REQ.011	Functional Requirement	General	System should have feature of drill down and drill up from Tax ledger to transaction level and vice versa	✓	✓	✓	✓	✓			
TPL.REQ.012	Functional Requirement	General	System should have ability to expand and collapse view in reverse chronological order of financial year	✓	✓	✓	✓	✓			

Functional Requirements Specifications
Implementation of Commercial Taxes e-Governance in Haryana
Excise and Taxation Department, Haryana

Function Name: Liquor Flow

Sr. No.	Nature of Requirement	Sub Module	Requirement Description	Requirement applicable for					Requirement available (Yes/ No)	Standard/ Customized/ Not available	Bidder's Comments
				VAT	Excise Tax	PGT	Entertainment Duty	Luxury Act			
LQF.REQ.001	Functional Requirement	Online Application for permit and pass	The system should allow the user to apply for permit and pass only if he has a valid login and password	✗	✓	✗	✗	✗			
LQF.REQ.002	Functional Requirement	Online Application for permit and pass	The system must have the mandatory fields marked clearly on the online application form. The system should not allow submission of the form without completion of the mandatory fields	✗	✓	✗	✗	✗			
LQF.REQ.003	Functional Requirement	Online Application for permit and pass	The system shall provide adequate aid to the applicant in the form of Online tutorials, "How To's", FAQs, etc that can be used on their own for familiarizing themselves with the application process	✗	✓	✗	✗	✗			
LQF.REQ.004	Functional Requirement	Online Application for permit and pass	The system should provide a well-designed set of Instructions to the taxpayer to help in filling up the format.	✗	✓	✗	✗	✗			
LQF.REQ.005	Functional Requirement	Online Application for permit and pass	System should be capable of submitting digitally signed online form.	✗	✓	✗	✗	✗			
LQF.REQ.006	Functional Requirement	Online Application for permit and pass	The system will have a provision of time out if the application is not completed in a specified time. However there should be a provision for automatic save of the entire document on lapse of certain time intervals	✗	✓	✗	✗	✗			
LQF.REQ.007	Functional Requirement	Online Application for permit and pass	System will ensure that even if the user exits from the online application without completing it but after saving it, he should be able to access the saved data even after re logging	✗	✓	✗	✗	✗			
LQF.REQ.008	Functional Requirement	Online Application for permit and pass	The system shall periodically and automatically save the data entered by the user into the system during a live session and shall make the data available to the user as intermediate save even after expiry of the session	✗	✓	✗	✗	✗			
LQF.REQ.009	Functional Requirement	Online Application for permit and pass	The system shall provide a facility for recording the formal declaration from the application on the accuracy and responsibility of the information provided in the online Form	✗	✓	✗	✗	✗			
LQF.REQ.010	Functional Requirement	Online Application for permit and pass	The system shall allow user to preview the changes made to the form and allow making changes to the details provided before submission	✗	✓	✗	✗	✗			
LQF.REQ.011	Functional Requirement	Online Application for permit and pass	System shall generate audit log for all actions performed by the user in the system. The audit log shall contain information like: user id, date and time of access, type of access/action, etc	✗	✓	✗	✗	✗			
LQF.REQ.012	Functional Requirement	Online Application for permit and pass	When the user tries to submit the online form after providing the required details, the system shall check for errors or incompleteness in the form and notify user to make the corrections/completions, if any	✗	✓	✗	✗	✗			
LQF.REQ.013	Functional Requirement	Online Application for permit and pass	The system should be capable of capturing the date and time of submission of the application.	✗	✓	✗	✗	✗			
LQF.REQ.014	Functional Requirement	Online Application for permit and pass	On successful submission of the online request, the system shall create a record in the central data store	✗	✓	✗	✗	✗			

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Function Name: Liquor Flow

Sr. No.	Nature of Requirement	Sub Module	Requirement Description	Requirement applicable for					Requirement available (Yes/ No)	Standard/ Customized/ Not available	Bidder's Comments
				VAT	Excise Tax	PGT	Entertainment Duty	Luxury Act			
LQF.REQ.015	Functional Requirement	Online Application for permit and pass	The system shall provide an online confirmation to the taxpayer on the successful submission of data.	✗	✓	✗	✗	✗			
LQF.REQ.016	Functional Requirement	Online Application for permit and pass	The system shall generate an acknowledgment receipt on submission of data	✗	✓	✗	✗	✗			
LQF.REQ.017	Functional Requirement	Online Application for permit and pass	The system shall allow user to print, save the acknowledgement report	✗	✓	✗	✗	✗			
LQF.REQ.018	Functional Requirement	Online Application for permit and pass	An application can have the following status; Draft, In process, Accepted, Cancelled and Clarification Required	✗	✓	✗	✗	✗			
LQF.REQ.019	Functional Requirement	Online Application for permit and pass	There should be a provision for a system generated check before the approval is given. This would include any pending arrears, instances of breach of any policy or condition, payment of license fee and if a prior application had been made	✗	✓	✗	✗	✗			
LQF.REQ.020	Functional Requirement	Online Application for permit and pass	The application should be approved by the competent authority within 24 hours and an email be sent to the applicant's e mail ID containing the approved permit. Accordingly an entry would need to be made in the quota database regarding the quantity of liquor which is allowed to be lifted.	✗	✓	✗	✗	✗			
LQF.REQ.021	Functional Requirement	Online Application for permit and pass	System shall be able to generate alarms if the application is not approved in the stipulated time frame	✗	✓	✗	✗	✗			
LQF.REQ.022	Functional Requirement	e-Payment	The Challan Identification Number (CIN) provided by the bank should be uploaded by the licensee in the system as a proof of the payment having been made. The CIN should be a unique number which can be used only once.	✗	✓	✗	✗	✗			
LQF.REQ.023	Functional Requirement	e-Payment	Once the user types the correct CIN, the system will automatically accept it, with a message that the CIN has been accepted. An acknowledgement will also be generated from the system.	✗	✓	✗	✗	✗			
LQF.REQ.024	Functional Requirement	e-Payment	If a CIN which has been used is uploaded again, the system should automatically reject it.	✗	✓	✗	✗	✗			
LQF.REQ.025	Functional Requirement	e-Payment	The system should limit the total number of attempts made in typing the right CIN. If the user is not able to type the right CIN within those attempts there should be a provision for automatic exit from the session	✗	✓	✗	✗	✗			
LQF.REQ.026	Functional Requirement	e-Payment	The database of the Bank containing the Challan Identification Number issued by the Bank to the license applicant should be shared with the Department. The system should be able to receive payment data from banks.	✗	✓	✗	✗	✗			
LQF.REQ.027	Functional Requirement	e-Payment	A common data exchange standard needs to be evolved between the Department and banks.	✗	✓	✗	✗	✗			

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Function Name: Liquor Flow

Sr. No.	Nature of Requirement	Sub Module	Requirement Description	Requirement applicable for					Requirement available (Yes/ No)	Standard/ Customized/ Not available	Bidder's Comments
				VAT	Excise Tax	PGT	Entertainment Duty	Luxury Act			
LQF.REQ.028	Functional Requirement	e-Payment	The system should perform information completeness check for each payment information All mandatory information fields should be filled in by the bank and any in-complete payment information should be notified to the related bank	✗	✓	✗	✗	✗			
LQF.REQ.029	Functional Requirement	e-Payment	System shall be able to support edits and controls to ensure accurate data entry	✗	✓	✗	✗	✗			
LQF.REQ.030	Functional Requirement	e-Payment	The system should perform the automated scanning and identify the CIN on Payment Record in purpose to match the information with the Bank database.	✗	✓	✗	✗	✗			
LQF.REQ.031	Functional Requirement	e-Payment	The system should utilize a search engine to find the applicant who has made the payment.	✗	✓	✗	✗	✗			
LQF.REQ.032	Functional Requirement	e-Payment	The system should only allow authorized personnel to access the database through a login and password.	✗	✓	✗	✗	✗			
LQF.REQ.033	Functional Requirement	e-Payment	The database should contain details like the name of the applicant and payment details.	✗	✓	✗	✗	✗			
LQF.REQ.034	Functional Requirement	System generated permits and passes	The system should provide a drop down menu for the approving authority, containing the options of approved and rejected	✗	✓	✗	✗	✗			
LQF.REQ.035	Functional Requirement	System generated permits and passes	The competent authority should approve the application by clicking on the approval button.	✗	✓	✗	✗	✗			
LQF.REQ.036	Functional Requirement	System generated permits and passes	The system shall seek and store reasons and comments from the approver for raising, approving/rejecting the applications	✗	✓	✗	✗	✗			
LQF.REQ.037	Functional Requirement	System generated permits and passes	Similarly there would be a defined format on which the pass can be updated online. This would have details like license number, permit number, address from wholesaler whom liquor is to be procured, address of premises where liquor is to be cleared, volume of liquor and class of liquor	✗	✓	✗	✗	✗			
LQF.REQ.038	Functional Requirement	System generated permits and passes	There should be a provision for a system generated check before the approval is given.	✗	✓	✗	✗	✗			
LQF.REQ.039	Functional Requirement	System generated permits and passes	The approval of a pass would necessitate a system generated reduction in the quota of the licensee. Simultaneously this system generated change will also be reflected in the tax payer ledger. The balance quota will be available for lifting against the permit.	✗	✓	✗	✗	✗			
LQF.REQ.040	Functional Requirement	System generated permits and passes	Once the permits and passes are approved online by the competent authority, the system should automatically generate them. The permit should also contain the quantity of the liquor to be lifted by the applicant.	✗	✓	✗	✗	✗			
LQF.REQ.041	Functional Requirement	System generated permits and passes	Upon approval of the permit and pass, the system must store the information along with the unique bar code in the Document Management System for future reference.	✗	✓	✗	✗	✗			
LQF.REQ.042	Functional Requirement	System generated permits and passes	The system should allocate a unique system generated number to each permit and pass. This unique number must be randomly generated by the system.	✗	✓	✗	✗	✗			

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Function Name: Liquor Flow

Sr. No.	Nature of Requirement	Sub Module	Requirement Description	Requirement applicable for					Requirement available (Yes/ No)	Standard/ Customized/ Not available	Bidder's Comments
				VAT	Excise Tax	PGT	Entertainment Duty	Luxury Act			
LQF.REQ.043	Functional Requirement	System generated permits and passes	The system should send an automatic email to the applicant containing the approved permit.	✗	✓	✗	✗	✗			
LQF.REQ.044	Functional Requirement	System generated permits and passes	The system should employ the mechanism of SMS gateway to intimate the seller and purchaser about their approved permit and pass.	✗	✓	✗	✗	✗			
LQF.REQ.045	Functional Requirement	System generated permits and passes	The quota allotted to each licensee should be entered in the system.	✗	✓	✗	✗	✗			
LQF.REQ.046	Functional Requirement	System generated permits and passes	The system will link the quota allotted to each licensee with the permit/permits obtained by the licensee for lifting of liquor. This will be made possible through the quantity specified in the permit.	✗	✓	✗	✗	✗			
LQF.REQ.047	Functional Requirement	System generated permits and passes	The system should link the entire quota database with the permits approved and the passes utilized to lift liquor.	✗	✓	✗	✗	✗			
LQF.REQ.048	Functional Requirement	System generated permits and passes	The quota database should contain details like Name of the Licensee, Unique Number of the permit/permits allotted and Unique Number of the passes issued under the permits. The database will also contain name and address of the licensee from whom the liquor was purchased	✗	✓	✗	✗	✗			
LQF.REQ.049	Functional Requirement	System generated permits and passes	Along with a permit and pass, the driver of the vehicle carrying the consignment would carry an acknowledgement receipt/declaration which will contain the time at which the consignment left for the destination.	✗	✓	✗	✗	✗			
LQF.REQ.050	Functional Requirement	System generated permits and passes	The system should generate this acknowledgement/ declaration just before the consignment leaves for its destination.	✗	✓	✗	✗	✗			
LQF.REQ.051	Functional Requirement	System generated permits and passes	This acknowledgement/declaration apart from containing time would contain the same details as the pass and would be linked through the system with the permit/pass database.	✗	✓	✗	✗	✗			
LQF.REQ.052	Functional Requirement	System generated permits and passes	Once the amount of liquor to be lifted is entered in the pass and the pass is generated, the system will generate a simultaneous trigger in the quota database, which reduces the quota. The pass will contain the permit number which will link it to the quota	✗	✓	✗	✗	✗			
LQF.REQ.053	Functional Requirement	System generated permits and passes	The system will enable easy reconciliation of permit and pass. The details for all passes issued under a permit will be placed in the database, clearly identifying the passes issued under a permit.	✗	✓	✗	✗	✗			
LQF.REQ.054	Functional Requirement	System generated permits and passes	The system would not generate any additional pass once the full quota has been utilized	✗	✓	✗	✗	✗			
LQF.REQ.055	Functional Requirement	System generated permits and passes	In case somebody tries to generate a pass after the full quota has been utilized, the system would generate a security alert	✗	✓	✗	✗	✗			

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Function Name: Liquor Flow

Sr. No.	Nature of Requirement	Sub Module	Requirement Description	Requirement applicable for					Requirement available (Yes/ No)	Standard/ Customized/ Not available	Bidder's Comments
				VAT	Excise Tax	PGT	Entertainment Duty	Luxury Act			
LQF.REQ.056	Functional Requirement	System generated permits and passes	System shall allow the Department to download reports in the pre-defined file format (e.g. MS Excel, MS Word, etc)	✗	✓	✗	✗	✗			

Functional Requirements Specifications
Implementation of Commercial Taxes e-Governance in Haryana
Excise and Taxation Department, Haryana

Function Name: Monitoring & Inspection

Sr. No.	Nature of Requirement	Sub Module	Requirement Description	Requirement applicable for					Requirement available (Yes/ No)	Standard/ Customized/ Not available	Bidder's Comments
				VAT	Excise Tax	PGT	Entertainment Duty	Luxury Act			
M&I.REQ.001	Functional Requirement	Breach Case Inspection	System shall provide capabilities to make entries in the database regarding the details of the breach, date of visit and time of visit . All the breaches would be codified and there would be distinct codes for each breach. There would also be a provision for loading the scanned copy of the statement of the defaulter	✓	✓	✓	✓	✓			
M&I.REQ.002	Functional Requirement	Breach Case Inspection	There would be a scroll down menu from which the officer would choose the concerned breach.	✓	✓	✓	✓	✓			
M&I.REQ.003	Functional Requirement	Breach Case Inspection	The system will allow the user to make entries relating to breach in the system	✓	✓	✓	✓	✓			
M&I.REQ.004	Functional Requirement	Breach Case Inspection	The system allow user to make new entries in the system and on next login on central system, it shall automatically update the records with corresponding changes in the central database	✓	✓	✓	✓	✓			
M&I.REQ.005	Functional Requirement	Breach Case Inspection	The system should allow access to the database only to authorized personnel through a login ID and password	✓	✓	✓	✓	✓			
M&I.REQ.006	Functional Requirement	Breach Case Inspection	The system should ensure that the following details are included: date of visit, time of visit, name of licensee/premises and nature of violation if any	✓	✓	✓	✓	✓			
M&I.REQ.007	Functional Requirement	Breach Case Inspection	The details of penalties imposed should be entered in the system. Whenever penalties are imposed, an entry should accordingly be made in the system. The details to be entered would include date of penalty, nature of penalty and period within which compliance to be done should be entered in the system	✓	✓	✓	✓	✓			
M&I.REQ.008	Functional Requirement	Breach Case Inspection	The system should allow manual entry/override of penalty and interest amounts with an adequate audit trail.	✓	✓	✓	✓	✓			
M&I.REQ.009	Functional Requirement	Breach Case Inspection	The system should not allow the user to exit from the system until all the entries are made	✓	✓	✓	✓	✓			
M&I.REQ.010	Functional Requirement	Breach Case Inspection	The system will automatically generate a trigger if any field is left vacant	✓	✓	✓	✓	✓			
M&I.REQ.011	Functional Requirement	Breach Case Inspection	The system should allow selection of the date and time from a drop down menu	✓	✓	✓	✓	✓			
M&I.REQ.012	Functional Requirement	Breach Case Inspection	The system should allow the user to manually type the name of the assesse and the nature of penalty	✓	✓	✓	✓	✓			
M&I.REQ.013	Functional Requirement	Breach Case Inspection	The system shall provide a facility for recording the formal declaration for the entries made	✓	✓	✓	✓	✓			
M&I.REQ.014	Functional Requirement	Breach Case Inspection	The system shall periodically and automatically save the data entered by the user into the system during a live session and shall make the data available to the user as intermediate save even after expiry of the session	✓	✓	✓	✓	✓			
M&I.REQ.015	Functional Requirement	Breach Case Inspection	System shall generate audit log for all actions performed by the user in the system. The audit log shall contain information like: user id, date and time of access, type of access/action, etc	✓	✓	✓	✓	✓			
M&I.REQ.016	Functional Requirement	Breach Case Inspection	The system should be capable of capturing the date and time when the entries are made in the system	✓	✓	✓	✓	✓			

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Function Name: Monitoring & Inspection

Sr. No.	Nature of Requirement	Sub Module	Requirement Description	Requirement applicable for					Requirement available (Yes/ No)	Standard/ Customized/ Not available	Bidder's Comments
				VAT	Excise Tax	PGT	Entertainment Duty	Luxury Act			
M&I.REQ.017	Functional Requirement	Monitoring of Manufacturing Unit	The system will have all manual registers online. The entries made by the storekeeper in the daily stock report would have to be made in the system. Similarly the D 13 B and D 14 A maintained by the AETO stationed at the manufacturing unit would also be made online. Further the D 9 register which is maintained by the Inspector and which contains details of the time of putting on and opening of locks would also be made online and entries would accordingly be made in the system.	✗	✓	✗	✗	✗			
M&I.REQ.018	Functional Requirement	Monitoring of Manufacturing Unit	System shall allow the Department to download reports in the pre-defined file format (e.g. MS Excel, MS Word, etc)	✗	✓	✗	✗	✗			
M&I.REQ.019	Functional Requirement	Monitoring of Manufacturing Unit	System shall provide print or a Print Layout features for the reports being printed from the system	✗	✓	✗	✗	✗			
M&I.REQ.020	Functional Requirement	Monitoring of Manufacturing Unit	The system should not allow modification of details once submitted	✗	✓	✗	✗	✗			
M&I.REQ.021	Functional Requirement	Monitoring of Manufacturing Unit	The system would immediately trigger a security alert if an attempt is made to amend the entries already entered in the system.	✗	✓	✗	✗	✗			
M&I.REQ.022	Functional Requirement	Monitoring of Manufacturing Unit	The system would also reflect the time and date of the entries made in the system	✗	✓	✗	✗	✗			
M&I.REQ.023	Functional Requirement	Monitoring of Manufacturing Unit	The system should allow the head office to access the entries made in the online registers	✗	✓	✗	✗	✗			
M&I.REQ.024	Functional Requirement	Monitoring by Mobile Squads	The system should be connected to the handheld device used by the mobile squad	✓	✓	✓	✓	✓			
M&I.REQ.025	Functional Requirement	Monitoring by Mobile Squads	This device would need to be connected to the master server in the Department	✓	✓	✓	✓	✓			
M&I.REQ.026	Functional Requirement	Monitoring by Mobile Squads	There should be a password for accessing the database in the handheld device	✓	✓	✓	✓	✓			
M&I.REQ.027	Functional Requirement	Monitoring by Mobile Squads	This handheld device should generate cash receipts for penalties levied for breach.	✓	✓	✓	✓	✓			
M&I.REQ.028	Functional Requirement	Monitoring by Mobile Squads	Where a breach has been detected, the mobile squad personnel will access the required information in the system, which has a link for online cash receipts.	✓	✓	✓	✓	✓			
M&I.REQ.029	Functional Requirement	Monitoring by Mobile Squads	The online cash receipts will have columns for date, name/premises of the offending party, nature of breach and amount of penalty levied	✓	✓	✓	✓	✓			
M&I.REQ.030	Functional Requirement	Monitoring by Mobile Squads	The system will have a drop down for choosing date, while the name of the offending party along with the breach and the penalty imposed will have to be typed	✓	✓	✓	✓	✓			
M&I.REQ.031	Functional Requirement	Monitoring by Mobile Squads	System shall adopt standardized templates for cash receipts	✓	✓	✓	✓	✓			
M&I.REQ.032	Functional Requirement	Monitoring by Mobile Squads	System shall provide print or a Print Layout features for the forms/reports being printed from the handheld device	✓	✓	✓	✓	✓			
M&I.REQ.033	Functional Requirement	Monitoring by Mobile Squads	The system should be capable of capturing the date and time of printing of the receipt from handheld device	✓	✓	✓	✓	✓			
M&I.REQ.034	Functional Requirement	Monitoring by Mobile Squads	System should be able to generate challan through hand held device								

Functional Requirements Specifications
Implementation of Commercial Taxes e-Governance in Haryana
Excise and Taxation Department, Haryana

Function Name: Monitoring & Inspection

Sr. No.	Nature of Requirement	Sub Module	Requirement Description	Requirement applicable for					Requirement available (Yes/ No)	Standard/ Customized/ Not available	Bidder's Comments
				VAT	Excise Tax	PGT	Entertainment Duty	Luxury Act			
M&I.REQ.035	Functional Requirement	Show cause notice	The system should be capable of sending a scanned and digitally signed Show Cause Notice to the district for being served on the offending party.	✓	✓	✓	✓	✓			
M&I.REQ.036	Functional Requirement	Show cause notice	The system would maintain a ready record of all such SCNs which have been sent to the District including details like date, issue, serving party and name/address of the offending party	✓	✓	✓	✓	✓			

Functional Requirements Specifications
Implementation of Commercial Taxes e-Governance in Haryana
Excise and Taxation Department, Haryana

Function Name: Security Management

Sr. No.	Nature of Requirement	Sub Module	Requirement Description	Requirement applicable for					Requirement available (Yes/ No)	Standard/ Customized/ Not available	Bidder's Comments
				VAT	Excise Tax	PGT	Entertainment Duty	Luxury Act			
SEC.REQ.001	Functional Requirement	Security Management	System shall provide provision for capturing details of the security prescribed	✓	✓	✓	✓	✓			
SEC.REQ.002	Functional Requirement	Security Management	System shall have facility to capture following modes of security: ► Cash Deposit in the government treasury ► Post Office Saving bank account ► Bank guarantee of a scheduled bank ► Surety bond by 2 registered VAT dealers ► Fixed deposits or other saving certificates prescribed by the government	✓	✓	✓	✓	✓			
SEC.REQ.003	Functional Requirement	Security Management	System shall enable the assessing authority to determine security for in prescribed form	✓	✓	✓	✓	✓			
SEC.REQ.004	Functional Requirement	Security Management	System shall enable the provision of default security amount as per: ► Estimated tax liability of dealer ► Estimated turnover of the dealer ► Dealer risk profile	✓	✓	✓	✓	✓			
SEC.REQ.005	Functional Requirement	Security Management	System shall enable capture of the reason for seeking additional security from the dealer	✓	✓	✓	✓	✓			
SEC.REQ.006	Functional Requirement	Security Management	System shall enable the assessing authority to issue notice to the dealer and gives the dealer an opportunity to respond to the demand of security	✓	✓	✓	✓	✓			
SEC.REQ.007	Functional Requirement	Security Management	If appropriate security amount is not submitted, system shall enable flagging of such cases to Assessing Authority	✓	✓	✓	✓	✓			
SEC.REQ.008	Functional Requirement	Security Management	In case of a surety, the dealer gets the surety from two registered VAT dealers, system shall provide facility to check the credibility and credentials of the surety dealers.	✓	✓	✓	✓	✓			
SEC.REQ.009	Functional Requirement	Security Management	After the registration certificate has been issued, system shall enable the authority to monitor ► the tax payment history, ► dealer track record, ► proper utilization of forms In case, the above parameters are not adhered to, system shall enable assessing office to demand additional security and issue a notice to the dealer for the same	✓	✓	✓	✓	✓			
SEC.REQ.010	Functional Requirement	Security Management	System will provide alerts to Assessing Office in case like: ► The existing security expires ► In case of surety bond becomes insolvent ► The person who has given the surety dies ► The person who has given the surety has amended or cancelled his registration ► Expiry of bank guarantee	✓	✓	✓	✓	✓			
SEC.REQ.011	Functional Requirement	Security Management	In case the security has been furnished and there is any recovery, continuous tax defaulting, penalty or any other tax due from the dealer, system will provide a facility to adjust the security amount and dealer is intimated to submit the new security for the shortfall	✓	✓	✓	✓	✓			

Functional Requirements Specifications
Implementation of Commercial Taxes e-Governance in Haryana
Excise and Taxation Department, Haryana

Function Name: Security Management

Sr. No.	Nature of Requirement	Sub Module	Requirement Description	Requirement applicable for					Requirement available (Yes/ No)	Standard/ Customized/ Not available	Bidder's Comments
				VAT	Excise Tax	PGT	Entertainment Duty	Luxury Act			
SEC.REQ.012	Functional Requirement	Security Management	System will enable to generated notice to be issued to the dealer to issue security at the time of registration	✓	✓	✓	✓	✓			
SEC.REQ.013	Functional Requirement	Security Management	System will enable to generated notice to the dealer to issue additional security as assessed by the authority	✓	✓	✓	✓	✓			
SEC.REQ.014	Functional Requirement	Security Management	System will enable to generated notice to the dealer for adjustment of liabilities any payments due with the security	✓	✓	✓	✓	✓			
SEC.REQ.015	Functional Requirement	Security Management	System will enable to generated notice to the dealer to issue fresh security	✓	✓	✓	✓	✓			
SEC.REQ.016	Functional Requirement	Security Management	System will enable to generated notice to the dealer informing about the recovery of liabilities from surety and demand for fresh surety	✓	✓	✓	✓	✓			
SEC.REQ.017	Functional Requirement	Security Management	System will enable to generated notice to the dealer informing to furnish fresh security in case there is any change in constitution of the firm or there is withdrawal of security	✓	✓	✓	✓	✓			
SEC.REQ.018	Functional Requirement	Security Management	System will enable assessment of security amount basis on the dealer type, commodity type, industry type and any other factor deemed necessary by the Department	✓	✓	✓	✓	✓			
SEC.REQ.019	Functional Requirement	Security Management	System will enable review and verification of source, expiry and other details of security instruments	✓	✓	✓	✓	✓			

Functional Requirements Specifications
Implementation of Commercial Taxes e-Governance in Haryana
Excise and Taxation Department, Haryana

Function Name: Clarification / Advance Ruling

Sr. No.	Nature of Requirement	Sub Module	Requirement Description	Requirement applicable for					Requirement available (Yes/ No)	Standard/ Customized/ Not available	Bidder's Comments
				VAT	Excise Tax	PGT	Entertainment Duty	Luxury Act			
CLR.REQ.001	Functional Requirement	Clarification / Advance Ruling	System should allow submission of application for clarification/guidance	✓	✓	✓	✓	✓			
CLR.REQ.002	Functional Requirement	Clarification / Advance Ruling	System should allow use of e-Payment (Tax Payment Module as detailed earlier) for payment of fees for clarification	✓	✓	✓	✓	✓			
CLR.REQ.003	Functional Requirement	Clarification / Advance Ruling	System should allo upload of statement of facts and statement of reasons along with application of cliarification	✓	✓	✓	✓	✓			
CLR.REQ.004	Functional Requirement	Clarification / Advance Ruling	System should route the application to the competent authority in the Head Office	✓	✓	✓	✓	✓			
CLR.REQ.005	Functional Requirement	Clarification / Advance Ruling	System should allow competent authority to deny clarification with comments	✓	✓	✓	✓	✓			
CLR.REQ.006	Functional Requirement	Clarification / Advance Ruling	In case of denial, system should send auto generated mail to the dealer informing about the denial	✓	✓	✓	✓	✓			
CLR.REQ.007	Functional Requirement	Clarification / Advance Ruling	System should allow competent authority to fix date and time for the discussion on clarification with the dealer	✓	✓	✓	✓	✓			
CLR.REQ.008	Functional Requirement	Clarification / Advance Ruling	System should send auto generated mail to dealer when date and time for clarification is fixed by the officer	✓	✓	✓	✓	✓			
CLR.REQ.009	Functional Requirement	Clarification / Advance Ruling	System should also update the calendar of the competent authority with the meeting schedule for clarificatio discussion	✓	✓	✓	✓	✓			
CLR.REQ.010	Functional Requirement	Clarification / Advance Ruling	System should allow to upload observations post spot visit or any oher observations with regards to clarification	✓	✓	✓	✓	✓			
CLR.REQ.011	Functional Requirement	Clarification / Advance Ruling	System should allow competent authority to initiate an advance ruling	✓	✓	✓	✓	✓			
CLR.REQ.012	Functional Requirement	Clarification / Advance Ruling	System should allow competent authority at various levels to approve the observations	✓	✓	✓	✓	✓			
CLR.REQ.013	Functional Requirement	Clarification / Advance Ruling	Post all approvals, clarifications should be publicly available	✓	✓	✓	✓	✓			
CLR.REQ.014	Functional Requirement	Clarification / Advance Ruling	During the course, system should update tax payer ledger of the dealer with status of the clarification	✓	✓	✓	✓	✓			
CLR.REQ.015	Functional Requirement	Clarification / Advance Ruling	if clarification is not accepted by the dealer, system should allow to set status as "Appeal in Tribunal"	✓	✓	✓	✓	✓			
CLR.REQ.016	Functional Requirement	Clarification / Advance Ruling	System should beable to generate MIS of pending clarifications at various levels, clarification provided in the selected period, clarifications denied etc	✓	✓	✓	✓	✓			

Technical Requirements Specifications - Others
Implementation of Commercial Taxes e-Governance in Haryana
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Item	Description
2.1	Enterprise Workflow Management
2.2	Mailing Solution
2.3	Document Management System
2.4	Anti-Virus Solution
2.5	Content Management System / Web Application
2.6	Call Centre
2.7	SMS Gateway
2.8	Payment Gateway
2.9	Client Side executable utility for electronic filing
2.1	SLA Monitoring Tool
2.11	Common Software Requirements
2.12	Security Requirements
2.13	ad hoc reporting tool
2.14	Hand held Device

Instructions for filling Annexure	
1	It is **mandatory** to fill up **all sheets** provided under this **Annexure**
2	Bidder should fill up the specification sheets in the given format using MS-Excel.
3	Bidder should ensure that none of the listed parameters are modified, deleted and no additional parameter is added. (Remarks, if any, should be indicated separately in the Remarks column)
4	In case the Bidder is proposing any additional product category that is not listed in this section, he may use additional sheets.
5	In case the software proposed by the Bidder has multiple modules/components that are priced and sold separately, the Bidder should use additional sheets for each such module/component and include the licensing policy and number of licenses proposed for the same in the respective sheets. The same should also be reflected in the Commercial Bid format as new line items with the above said references.
6	Wherever **minimum requirements** are specified, it is **mandatory** to indicate with a YES or NO, whether the solution being offered **complies to the minimum requirements** stated. In case of non-compliance, Details/remarks must be provided.
7	It is mandatory to fill up the "Bidder's Response" column against all the listed parameters / features.
8	**Incomplete/ missing information or information not adhering to the prescribed format may not be considered during evaluation of bid and/or for award of marks.**
9	The SI is advised not to make any changes to any information in the functional requirements. For example, insert a row or delete a row or modify any other information like change the functionality required, etc. In case the SI modifies any information the response would be rejected.

Functional Requirements Specifications
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Enterprise Workflow Management

Sr. No.	Nature of Requirement	Requirement Description	Requirement available (Yes/ No)	Standard/ Customized/ Not available	Bidder's Comments
EWM.REQ.001	Functional Requirement	The module shall support a web based GUI through which workflows can be graphically designed.			
EWM.REQ.002	Functional Requirement	The module shall support view for Top-level status diagram (for business users).			
EWM.REQ.003	Functional Requirement	The module shall support view for detailed technical diagram (for Implementers).			
EWM.REQ.004	Functional Requirement	The module shall support “drag and drop” of workflow components so that process model can be designed and / or modified by non-technical users.			
EWM.REQ.005	Functional Requirement	The module shall store process models in a structured repository in “draft”, “final” and “approved” (or equivalent) modes.			
EWM.REQ.006	Functional Requirement	The module’s workflow engine shall support both Task driven and goal driven process descriptions.			
EWM.REQ.007	Functional Requirement	The module shall support automatic instance creation based on external data inputs (from other modules) and/or events.			
EWM.REQ.008	Functional Requirement	The module shall have provision for generating reports and track status of workflow instances.			
EWM.REQ.009	Functional Requirement	The workflow shall allow multi-step approval routing. Non repudiation of workflow is to be ensured using digital signature certificates.			
EWM.REQ.010	Functional Requirement	The module shall allow workflows to have multiple concurrent statuses (separate statuses for separate instance).			
EWM.REQ.011	Functional Requirement	The module shall maintain separate workflows involving same approver for different taxes			
EWM.REQ.012	Functional Requirement	In cases of exception, the module shall allow for workflows to be re-routed manually. Only privileged user shall be allowed to override workflow and engine shall generate audit reports and send e-mail notifications of exceptions to designated authorities.			
EWM.REQ.013	Functional Requirement	The module shall allow workflows to be re-routed and /or activated based on time. The time thresholds for re-routing should be configurable.			
EWM.REQ.014	Functional Requirement	The module shall allow workflows to be re-routed and /or triggered based on external events and data inputs for other modules.			
EWM.REQ.015	Functional Requirement	The module shall support subsequent workflow steps to be activated automatically upon completion of previous steps			
EWM.REQ.016	Functional Requirement	The module shall support subsequent workflow steps to be activated manually without requiring completion of previous steps in special cases. Only privileged user shall be allowed to override workflow and engine shall generate reports and send e-mail notifications of exceptions to designated authorities.			

Enterprise Workflow Management					
Sr. No.	**Nature of Requirement**	**Requirement Description**	**Requirement available (Yes/ No)**	**Standard/ Customized/ Not available**	**Bidder's Comments**
I	Functional Requirement	The module shall support a system calendar that distinguishes work days, holidays/vacation, and work day start/end times.			
EWM.REQ.018	Functional Requirement	The module shall log all actions of all users in audit trail format.			
EWM.REQ.019	Functional Requirement	The module shall log and send notification through email for any exception / unavailability of users / error in process step (to privileged users and designated authorities).			
EWM.REQ.020	Functional Requirement	The module shall allow workflows to be designed to have splits and re-joins along the process path.			
EWM.REQ.021	Functional Requirement	The module shall allow workflow roles to be configurable and assignment of roles to user profiles shall be done by Privileged users (administrators) only. Multiple user roles shall be supported.			
EWM.REQ.022	Functional Requirement	The module shall integrate with individual and/or group calendars to drive participant selection for user roles. It should allow access to user profile and location values for selection, filter, and update.			
EWM.REQ.023	Functional Requirement	The module shall enable workflow steps to access related documents (from document management module).			
EWM.REQ.024	Functional Requirement	The module shall allow workflow steps to be assigned a “mandatory” or “optional” status. Optional steps may be skipped by end user in a particular workflow instance.			
EWM.REQ.025	Functional Requirement	The module shall allow workflow payloads to include any object type defined in the document management module.			
EWM.REQ.026	Functional Requirement	The module shall support attachments that are shared by all workflow instances in some cases and attachments that are specific to a workflow instance in some cases.			
EWM.REQ.027	Functional Requirement	The module shall assign unique IDs to workflow either automatically or manually.			
EWM.REQ.028	Functional Requirement	The module shall support workflow designs with target dates and times assigned to individual workflow steps. Target dates and times can be changed in mid-stream depending on workflow variables and status.			
EWM.REQ.029	Functional Requirement	The module shall support workflow processes for approval and send out notifications through multiple channels (e-mail and SMS).			
EWM.REQ.030	Functional Requirement	The module shall check for sufficient user rights to execute workflow actions.			
EWM.REQ.031	Functional Requirement	The module shall maintain separate to-do and watch lists for each user and send out notifications through multiple channels (e-mail and SMS).			
EWM.REQ.032	Functional Requirement	The module shall support filters and search capabilities for user-specific to-do and watch lists to privileged users and designated authorities.			
EWM.REQ.033	Functional Requirement	The module shall allow user to filter the to-do lists to see the following sets of tasks: ► All tasks ► Overdue tasks ► Daily Overdue tasks ► Weekly Overdue tasks ► Monthly Overdue tasks			

Enterprise Workflow Management					
Sr. No.	**Nature of Requirement**	**Requirement Description**	**Requirement available (Yes/ No)**	**Standard/ Customized/ Not available**	**Bidder's Comments**
EWM.REQ.034	Functional Requirement	The module shall allow users to perform the following actions on workflow instances: ► Users can pause or resume instances ► Users can restart instances ► Users can abort instances ► Privileged Users can manually override instance data			
EWM.REQ.035	Functional Requirement	The module shall be able to generate reports of performance on processes that highlights duration of each workflow step and number of visits to each workflow step			
EWM.REQ.036	Functional Requirement	The module should have a “Lite” version that enables web based access in case of limited connectivity. “Lite” version should load only essential details in basic HTML formats.			
EWM.REQ.037	Functional Requirement	The Module should have alerts and re-allocation of work in case Official / dealing hand on leave or change in charge			
EWM.REQ.038	Functional Requirement	The re-allocation of work should be as per effective start and end date mentioned in necessary orders			
EWM.REQ.039	Functional Requirement	The module should have feature to generate ad hoc work items and corresponding workflows as per requirement			
EWM.REQ.040	Functional Requirement	The module should have operational reports and statistical data available to concerned officer as per citizen charter			

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Mailing Solution

Sr. No.	Nature of Requirement	Requirement Description	Requirement available (Yes/ No)	Standard/ Customized/ Not available	Bidder's Comments
MAIL.REQ.001	Webmail	System should allow access to email from any web browser, like Internet Explorer or Mozilla Firefox, without needing to install any email software on client computer.			
MAIL.REQ.002	Search and save	System should auto-save mails in draft folders for mails not sent			
MAIL.REQ.003	Search and save	System should include built-in Search, providing users with the ability to find email messages quickly.			
MAIL.REQ.004	Shared Calendaring	Shared calendaring - allowing users to track all meetings, view other calendars, and share their calendar with others from within e-mail application.			
MAIL.REQ.005	Company Directory	The company directory is populated with contact information and can be accessed by all employees.			
MAIL.REQ.006	Contacts	The contact manager allows users to store address book information for an unlimited number of contacts and groups—all information is accessible from within email application.			
MAIL.REQ.007	Task Lists	Task lists will allow users to create multiple task lists, quickly add tasks from anywhere in webmail, and sort tasks by complete or incomplete.			
MAIL.REQ.008	Control Panel	The control panel allows email administrators to manage their account settings, create, modify, and delete mailboxes, setup aliases, and much more.			
MAIL.REQ.009	Control Panel	Statistics for users like Bandwidth Usage, Space Usage, Mail Sent & Received			
MAIL.REQ.010	Control Panel	Set preferences of Individual Mail Users about password change facility			
MAIL.REQ.011	Control Panel	Modify Mail Quota and Attachment Size for Individual Mail Users			
MAIL.REQ.012	POP3 / IMAP / SMTP	These are standard protocols that allow users to use desktop software like Outlook and Thunderbird and wireless devices such as Blackberry and Treo. Email application should support these protocols.			
MAIL.REQ.013	Spam Filtering	Protects users from spam and allows administrators and users to blacklist and safe list senders, and control the filtering sensitivity.			
MAIL.REQ.014	Spam Filtering	Reduce spam more effectively using appropriate spam control mechanism			
MAIL.REQ.015	Spam Filtering	Easy spam administration at the system, domain, or user level			
MAIL.REQ.016	Virus Scanning	Virus protection should incorporate multiple anti-virus (atleast 3 Level) scanners for maximum protection from computer viruses and security threats.			
MAIL.REQ.017	Size of Mailboxes	Folder auto-clean allows easy control over the size of folders			
MAIL.REQ.018	SSL and TLS Encryption	Provides SSL encryption for POP/IMAP/SMTP/Webmail in order to encrypt user data so that others cannot view it. This is very important for passwords and confidential emails. Email application could allow for classification of emails by confidentiality			
MAIL.REQ.019	User Groups	User can create as many user groups as needed, each of which can forward to a total of 50 email accounts. Up to four of those recipients can be sent to external email accounts.			

Mailing Solution					
Sr. No.	**Nature of Requirement**	**Requirement Description**	**Requirement available (Yes/ No)**	**Standard/ Customized/ Not available**	**Bidder's Comments**
MAIL.REQ.020	Domain Aliases	User can create up to 50 domain aliases. When an email is sent to a domain alias, the email is automatically directed to the corresponding email account in the original domain.			
MAIL.REQ.021	BCC Archiving	BCC archiving allows email administrators to archive all incoming and outgoing emails, storing them in a third party email account.			
MAIL.REQ.022	Auto-responders	Out-of-office and auto-responder facilities can be configured by users			
MAIL.REQ.023	User preference management	Ability to create user-defined folders			
MAIL.REQ.024	User preference management	User level configuration such as templates, signatures, archival etc.			

Functional Requirements Specifications
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Excise and Taxation Department, Haryana

Document Management System

Sr. No.	Nature of Requirement	Requirement Description	Requirement available (Yes/ No)	Standard/ Customized/ Not available	Bidder's Comments
DMS.REQ.001	General Requirements	The bidder shall propose a pre-integrated system involving document management system, storage and archival system. The system should have the modules of having following modules in the suite: Document Management, Record Management, Archival, Imaging & Information Rights Management			
DMS.REQ.002	Standard Requirements	System must be built on an open and industry standard architecture and must follow the egov standards as formulated by DIT, GoI.			
DMS.REQ.003	Standard Requirements	Provide out-of-the-box integration with leading application servers. Please list the App Servers supported			
DMS.REQ.004	General Requirements	The system shall provide a thin client, web-enabled interface along with the facility of drag and drop. Web interface should support popular browsers such as Microsoft Explorer, Firefox, Netscape and any other proposed browser etc			
DMS.REQ.005	External Interface Requirements	Web interface shall enable users to select from a range of themes/skins that define the look-and-feel of the interface			
DMS.REQ.006	Functional Requirements	The proposed system should allow document/image capturing and indexing from multiple zones and should be able to send to a centralized repository			
DMS.REQ.007	General Requirements	The system shall provide the standard file hierarchy structure of folders and sub-folders to allow users and groups of users to manage and organize their documents. State any limitations to the number of folder, subfolder levels.			
DMS.REQ.008	External Interface Requirements	The interface shall allow users creation, editing and management of virtual or compound documents. The system shall provide the features to link any type/ format of documents while providing capabilities to automatically update the version of the linked document whenever the original is updated			
DMS.REQ.009	External Interface Requirements	The web interface shall provide multiple views of the content and allow users to access/modify folders based on their access rights and permissions. The proposed system should be able to restrict the users to access documents/images based on their pre-defined rights & privileges.			
DMS.REQ.010	Functional Requirements	System must provide web-based administration tool and provide a single point of access for managing and administering all repositories, servers, users and groups regardless of their location			

Document Management System					
Sr. No.	**Nature of Requirement**	**Requirement Description**	**Requirement available (Yes/ No)**	**Standard/ Customized/ Not available**	**Bidder's Comments**
DMS.REQ.011	Access Rights	The proposed system should provide configuration options that can be set at a role level to enable/disable functionality such as menu options and limiting list values according to that role's function			
DMS.REQ.012	Access Rights	The proposed system should allow the users to add attributes/metadata to the images			
DMS.REQ.013	Access Rights	The proposed system should allow users to classify the images based on their type			
DMS.REQ.014	Functional Requirements	The proposed system should have centralized repository and allow users to drag and drop content into the repository. The common integrated repository should be able to handle all types of enterprise content management, including documents, web content, digital assets, collaborative content, document images, records etc.			
DMS.REQ.015	Functional Requirements	The proposed system should allow major and minor versioning of the documents. Must be able to provide major (e.g. 1.0, 2.0), minor (e.g. 1.1, 1.2) and branch version (e.g. 1.0.1, 2.1.0.1) control. A "reason for change" comment entry and version label entry must also be provided			
DMS.REQ.016	Functional Requirements	The proposed system shall allow highly referred content and less referred content to be placed separately			
DMS.REQ.017	Search Requirements	The proposed system should have simple search & advanced search facility			
DMS.REQ.018	Content Management	The proposed system should provide a policy engine that can execute storage placement and migration policies to optimize storage, while reducing the content storage cost to the business and maintain accessibility and compliance needs as its value changes over time			
DMS.REQ.019	Content Management	The proposed system should automate content archival according to storage policies based on business value and information. System should be able to automatically move the content from production to archive storage based on the Business rules			
DMS.REQ.020	Audit Trail	The proposed system should provide migration logs and audit trails so that operations on content is traceable. Audit trail must contain information such as event performed on document, user who performed the action, and date time stamp			
DMS.REQ.021	Content Management	User should be able to view retention dates to determine how long items will be kept in the system. Should provide support to manage the retention and disposition of the documents			
DMS.REQ.022	Content Management	Provide support for chronological and event based retention types and provision to apply retention and dispositoon rules at any hierarchical level			

Document Management System					
Sr. No.	**Nature of Requirement**	**Requirement Description**	**Requirement available (Yes/ No)**	**Standard/ Customized/ Not available**	**Bidder's Comments**
DMS.REQ.023	Functional Requirements	The proposed system should be able to store images/documents in various formats like scanned books, drawings, manuals, office documents etc in tiff, jpeg, gif, bmp, word doc, excel, power point, pdf etc. The same infrastructure should be able to support other content types in the future like audio, video files etc.			
DMS.REQ.024	Integration Requirements	The system shall provide integrations with desktop clients such as Open Office, MS Office, Windows, LINUX, UNIX etc			
DMS.REQ.025	Content Management	System should support application of metadata taxonomy based on key words within the document.			
DMS.REQ.026	Content Management	System should enable cross-reference of documents			
DMS.REQ.027	Content Management	System should enable linking of different content items in a manner that the latest one supersedes the earlier ones.			
DMS.REQ.028	Search Requirements	System shall have search capabilities that supports powerful and comprehensive full-text searching, metadata searching or a combination of the two.			
DMS.REQ.029	Search Requirements	System shall provide ability for the user to search and find documents based on any of the associated metadata, such as document type, author, title, location, active/inactive status, date created etc			
DMS.REQ.030	Search Requirements	System should provide capability to search within so that users can narrow down the search			
DMS.REQ.031	Content Management	Interface for managing the entire lifecycle of content management, starting from its creation to its disposition			

Functional Requirements Specifications
Implementation of Commercial Taxes e-Governance in Haryana
Excise and Taxation Department, Haryana

Anti-virus and Anti-spam Solution

Sr. No.	Nature of Requirement	Requirement Description	Requirement available (Yes/ No)	Standard/ Customized/ Not available	Bidder's Comments
AVS.REQ.001	General Requirement	Anti-virus shall have auto update feature, it shall be able to push signature from the centralized server to all the clients.			
AVS.REQ.002	General Requirement	Bidder shall ensure that the scan logs are made available for review.			
AVS.REQ.003	General Requirement	The solution must support mass mailing virus detection.			
AVS.REQ.004	General Requirement	The solution must support mail attachment virus detection.			
AVS.REQ.005	General Requirement	The solution must support Malformed Mail format detection.			
AVS.REQ.006	General Requirement	The solution must have a built in Safe Stamp feature.			
AVS.REQ.007	General Requirement	The solution must have its own Updated Recommended Virus Extensions.			
AVS.REQ.008	General Requirement	The solution must support Heuristics-based mail header detection for Spam.			
AVS.REQ.009	General Requirement	The solution must support Heuristics-based scanning of the mail body for Spam.			
AVS.REQ.010	General Requirement	The solution must support administrator defined Anti-Spam exception list (approved list).			
AVS.REQ.011	General Requirement	The solution must support administrator-defined non-approved list of known spammers.			
AVS.REQ.012	General Requirement	The solution shall be able to detect Spam based on multiple categories (such as general, commercial email, Get rich quick, pornography etc).			
AVS.REQ.013	General Requirement	The solution shall be able to take action based on the category in which Spam is detected.			
AVS.REQ.014	General Requirement	The solution must be able to take different action based on the different sensitivity level of Spam detection.			
AVS.REQ.015	General Requirement	The solution must provide alerts based on action taken on the Spam mail.			
AVS.REQ.016	General Requirement	The solution must support Encrypted Mail Detection.			
AVS.REQ.017	General Requirement	The solution must support Password Protect Zip Detection.			
AVS.REQ.018	General Requirement	The solution must have a Secure SSL Web Management Console.			
AVS.REQ.019	General Requirement	The solution must be able to prevent System Denial of Service ('DoS') Attack.			
AVS.REQ.020	General Requirement	Bidder shall propose the required hardware for the entire solution			
AVS.REQ.021	General Requirement	Bidder shall provide requisite licenses for all the software required for the Anti-virus and Anti-spam Solution.			

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Website Update / CMS

Sr. No.	Nature of Requirement	Requirement Description	Requirement available (Yes/ No)	Standard/ Customized/ Not available	Bidder's Comments
WEB.REQ.001	Access Right	Online users should be able to create log-in and password with appropriate authorizations			
WEB.REQ.002	Access Right	System should have option for 'guest users' with limited access to them			
WEB.REQ.003	Access Right	The password shall lock after certain number of incorrect entry. User shall have an option to request for new password / change password			
WEB.REQ.004	Access Right	User shall be automatically logged out after defined period of inactivity			
WEB.REQ.005	Miscellaneous	User should be able to submit various application forms (including complaints / feedback) online			
WEB.REQ.006	Miscellaneous	User should have option to choose from bilingual (English and Hindi) forms / notices etc			
WEB.REQ.007	Miscellaneous	User should be able to view and download forms online			
WEB.REQ.008	Miscellaneous	User should be able to make online payments with appropriate security mechanisms in place			
WEB.REQ.009	Miscellaneous	User should receive appropriate acknowledgements / notices / reminders for any activity or transaction performed by the user			
WEB.REQ.010	Miscellaneous	User should be able to track status of its applications / complaints / payment/ forms			
WEB.REQ.011	Miscellaneous	User should be able to view updates / reminders / alerts / newsletters etc as and when published by H-ETD			
WEB.REQ.012	Miscellaneous	All the applications forms / complaints / feedback shall be directed to concerned personnel for further action			
WEB.REQ.013	Content Management System	System should have accessible interface so that non technical users can update site content easily			
WEB.REQ.014	Content Management System	System should have facility to add HTML meta tags and metadata			
WEB.REQ.015	Content Management System	System should have facility to format text			
WEB.REQ.016	Content Management System	System should have facility to upload images and files			
WEB.REQ.017	Content Management System	System should have facility to easily manage links			
WEB.REQ.018	Content Management System	System should support all major existing media formats such as pictures, video clips, sound clips			

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Call Centre

Sr. No.	Nature of Requirement	Requirement Description	Requirement available (Yes/ No)	Standard/ Customized/ Not available	Bidder's Comments
CAC.REQ.001	Automatic Call Distribution (ACD)	System should play IVRS menu in the language selected by the caller using IVRS option			
CAC.REQ.002	ACD	System should allow queuing or holding the call for an operator if none is immediately available			
CAC.REQ.003	ACD	System should keep callers informed as to the status of the call and provide information to callers while they wait in queue			
CAC.REQ.004	ACD	System should do Skill Based Routing, which is sending the call to the appropriate service operator at call center			
CAC.REQ.005	Interactive Voice Response System (IVRS)	IVRS shall provide an easy to use and highly configurable system that enables changing the IVRS tree with no hard coding			
CAC.REQ.006	IVRS	The IVRS shall have a GUI based tool to develop Call trees / applications, configure customer types, configure messages by time of day, day of week			
CAC.REQ.007	IVRS	IVRS shall support text-to-speech capability for English and Hindi. The IVRS shall be able to retrieve information databases, convert it to voice and play it back to the caller in relevant /desired language			
CAC.REQ.008	IVRS	IVRS shall answer enquiries by prompting callers to input data onto the touch-tone keypad look up the records in a database and speak back information in Hindi/English. It shall also be able to ask the caller for information, accept the answers as they are entered on the keypad and store the information in a database			
CAC.REQ.009	IVRS	There shall be option available to the caller to opt for talking to operator by pressing pre-defined digit any time during the IVRS announcements			
CAC.REQ.010	IVRS	IVRS shall retrieve operator availability from ACD and announce expected caller's queue waiting time when he/she has requested for operator and is waiting to be attended by one			
CAC.REQ.011	IVRS	System shall send & populate operators PC with Screen pop containing call history with respect to interaction of the caller with the IVRS			
CAC.REQ.012	IVRS	IVRS shall maintain log of all services offered for auditing and analytics			
CAC.REQ.013	IVRS	IVRS shall integrate with the rest of the proposed solution to provide seamless call center performance			

Call Centre					
Sr. No.	**Nature of Requirement**	**Requirement Description**	**Requirement available (Yes/ No)**	**Standard/ Customized/ Not available**	**Bidder's Comments**
CAC.REQ.014	IVRS	IVRS system shall be able to generate various reports based on data generated during its operation including but not limited to: a) Number of calls taken by the system daily, weekly, fortnightly, monthly, quarterly, half yearly, annually b) Summary of calls by query, service, time period c) Average time spent by callers in IVR tree before being transferred to operator d) Call handling time on IVRS for various queries, services e) % of calls abandoned in the IVR along f) % of calls disconnected along with reason g) Call tree level wise abandon % h) Peak call volumes by time intervals, date			
CAC.REQ.015	Computer Telephone Integration (CTI)	CTI shall enable a computer application to take control of the call flow inside the Switch/EPABX & also allow the computer application to decide the most suitable action / operator for an incoming call			
CAC.REQ.016	Computer Telephone Integration (CTI)	CTI shall be suitably integrated with the H-ETD applications to send/receive data which needs to be populated on operator screen and also update the IVRS usage details as the customer traverses through the IVRS and reaches an operator			
CAC.REQ.017	Computer Telephone Integration (CTI)	CTI link shall pass events & information of operator states & changes in operator states as well as incoming calls to the computer applications			
CAC.REQ.018	Call Logger	System shall record detailed call information such as date, time, call duration, operator ID, caller number, customer ID, identifier and the system shall provide advanced searching capabilities			
CAC.REQ.019	Call Handling	When a taxpayer is identified, all appropriate field on the system screen should be populated and contextual information is displayed where necessary (e.g., payment information will display on the payment screen).			
CAC.REQ.020	Call Handling	The system should support Configuration of letters/email/letter/fax Groups on the basis of different wards, segments etc.			
CAC.REQ.021	Call Handling	The system should allow the call centre personnel to route the scanned letters to respective email-Ids (based on queries/requests/complaints). These emails should get routed to different groups/work queues.			
CAC.REQ.022	Call Handling	The system should be capable of displaying the previous interaction histories with the taxpayer on email / SMS, and the same should be available to voice based users.			
CAC.REQ.023	Call Handling	The system should have capability to notify and make available the complaints to the respective users either at the districts or the Head Office based on the nature of the complaint.			

Call Centre					
Sr. No.	**Nature of Requirement**	**Requirement Description**	**Requirement available (Yes/ No)**	**Standard/ Customized/ Not available**	**Bidder's Comments**
CAC.REQ.024	Call Processing	The system should be able to automatically set a deadline and priority for the resolution of complaints based on the type of grievance as per H-ETD policy and provide option for setting deadlines and priority for exceptional cases.			
CAC.REQ.025	Call Processing	The system should have capability to delegate responsibilities to an alternate user in the absence of the assigned user.			
CAC.REQ.026	Call Processing	The system should allow the user who reviews the complaint to assign the task of redressing the grievance to another defined user from a list, and optionally also assign a criticality level.			
CAC.REQ.027	Call Processing	The system should have capability to allow the call centre personnel to assign selected grievances to H-ETD staff from a list.			
CAC.REQ.028	Call Processing	The system should have capability to automatically escalate the complaint to higher authorities on passing of the deadline for the grievance redressal			
CAC.REQ.029	Call Processing	The system should have capability to set an extended deadline for pending grievances based on inputs received from higher authorities.			
CAC.REQ.030	Call Processing	The call entry should provide a unique identifier for each call taken so that a complaint number can be given to the caller.			
CAC.REQ.031	Call Closure	The system should have capability to alert H-ETD officials through email, dashboard alerts, automated SMS messages with reminders on deadlines for grievance redressal before the due date.			
CAC.REQ.032	Call Closure	The system should have capability to inform the taxpayer by SMS/Email/Voice calls that the grievance has been redressed.			
CAC.REQ.033	Call Closure	The system should have capability to record/update/close the status of grievance redressed against each complaint			
CAC.REQ.034	Call Closure	The system should have capability to reopen a complaint which was inappropriately addressed and closed.			
CAC.REQ.035	Call Closure	The system should automatically generate call back lists when complaint has been resolved			
CAC.REQ.036	MIS	System should be able to present the data analytics in graphical format such as Bar graphs, pie charts, line graphs etc based on user requirements			

Call Centre					
Sr. No.	**Nature of Requirement**	**Requirement Description**	**Requirement available (Yes/ No)**	**Standard/ Customized/ Not available**	**Bidder's Comments**
CAC.REQ.037	MIS	The indicative list of reports that shall be supported include: a) Root cause analysis of most frequent queries/complaints b) Analysis of complaints/grievances with longest turnaround time c) Reports to provide evidence of SLAs d) Average time taken to answer the call for calls serviced through Agents, IVRS. e) Average time in queue for each type of service. f) Maximum time in queue for each type of service. g) Number of call abandoned. h) Number of calls answered. i) Average and total number of calls in a queue. j) Average and total number of unanswered calls. k) Agent Activity Reports, both real-time and historical. l) Average and total number of free agents. m) Average and total queuing time			

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SMS Gateway

Sr. No.	Nature of Requirement	Requirement Description	Requirement available (Yes/ No)	Standard/ Customized/ Not available	Bidder's Comments
SMS.REQ.001	General Requirement	System should allow SMS text messages to be sent and/or received by email, from web pages or from software applications			
SMS.REQ.002	General Requirement	Gateway should connect directly to a Mobile Operator's SMSC via the Internet			
SMS.REQ.003	General Requirement	System should use HTTP API protocol which allows to send messages using simple HTTP requests			
SMS.REQ.004	General Requirement	System should be able to handle high volume of bulk SMS at the same time (of the order of 500 messages / second)			
SMS.REQ.005	General Requirement	System should support dual core and multiprocessor system			
SMS.REQ.006	General Requirement	System should be independent of platform, operating system and programming language			
SMS.REQ.007	General Requirement	System should support Unicode format			
SMS.REQ.008	General Requirement	System should show the status of SMS as pending, sent, time out, scheduled, not sent etc			
SMS.REQ.009	General Requirement	System should maintain a log of SMS sent to the taxpayers			
SMS.REQ.010	General Requirement	System should be able to schedule the periodic SMS alerts such as due date of filing returns, reminders for payment			
SMS.REQ.011	General Requirement	System should be able to send customized SMS for each taxpayer such as renewal date for license, payment due, confirmation of registration etc			
SMS.REQ.012	General Requirement	System should send SMS to the registered mobile numbers of the taxpayer stored in the taxpayer database			

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Payment Gateway

Sr. No.	Nature of Requirement	Requirement Description	Requirement available (Yes/ No)	Standard/ Customized/ Not available	Bidder's Comments
PAY.REQ.001	General Requirement	System should secure the taxpayer payment details using standard encryption such as SSL			
PAY.REQ.002	General Requirement	System should use HTTPS and 3-D secure protocol for safe transaction			
PAY.REQ.003	General Requirement	System should validate the taxpayer data on the HETD webpage			
PAY.REQ.004	General Requirement	System should generate a unique Challan Identification number for all the transactions			
PAY.REQ.005	General Requirement	Gateway should enable multiple Payment Service Providers			
PAY.REQ.006	General Requirement	System should maintain log of e-payments transactions made by the taxpayer			
PAY.REQ.007	General Requirement	System should show the status of the transaction such as pending payment, completed etc			
PAY.REQ.008	General Requirement	System should be able to provide information in the format required for reconciliation with the DCR			
PAY.REQ.009	General Requirement	System should have a form in which all payment details can be entered by the taxpayer			
PAY.REQ.010	General Requirement	System should have fixed drop down menu for the payment heads such as arrear payment, tax payment, duty payment, license fee payment etc. The form should have drop down to select the Applicable tax Act			
PAY.REQ.011	General Requirement	System should provide option of Credit card, Debit card or Net Banking to the taxpayer			
PAY.REQ.012	General Requirement	System should provide a printable version of the payment made by the taxpayer			

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Client Side executable utility for electronic filing

Sr. No.	Nature of Requirement	Requirement Description	Requirement available (Yes/ No)	Standard/ Customized/ Not available	Bidder's Comments
RPT.REQ.001	General Requirement	The client Side executable utility can be downloaded from department portal			
RPT.REQ.002	General Requirement	The client Side executable utility for e-Filing of forms should contain the all the forms required by citizens for availing any service of the department			
RPT.REQ.003	General Requirement	The client side executable utility should submit all digitally signed form without prompting for username and password.			
RPT.REQ.004	General Requirement	The client side executable utility should prompt for portal username & password if the form filled is not digitally signed.			
RPT.REQ.005	General Requirement	Application should have grid based data entry forms with additional User-friendly features for data validation checks and mandatory checks			
RPT.REQ.006	General Requirement	System should allow user to enter multiple transaction records for multiple individuals, legal persons, and legal entities using single client Side executable utility			
RPT.REQ.007	General Requirement	The client Side executable utility should be the only interface for all the department services form submission			
RPT.REQ.008	General Requirement	System should allow import of data from multiple formats like CSV, txt, xls, XML, etc.by providing user the facility to map data columns at source to corresponding data elements in the electronic form			
RPT.REQ.009	General Requirement	System should make the data records available in edit and export mode of data entry for the taxpayers			
RPT.REQ.010	General Requirement	System should perform basic data validation which would include mandatory field validations, validation of correct values for certain data fields, consistency validations and data structure validations			
RPT.REQ.011	General Requirement	System should display validation errors or warning messages in a user friendly manner for the taxpayer to take corrective action			
RPT.REQ.012	General Requirement	System should provide facility to generate an XML file out of the report captured			
RPT.REQ.013	General Requirement	System should allow merging of report XML files generated into a consolidated report XML file			
RPT.REQ.014	General Requirement	System should provide a self-installer/installation wizard to guide taxpayers during installation of the application on their own desktops			

Client Side executable utility for electronic filing					
Sr. No.	**Nature of Requirement**	**Requirement Description**	**Requirement available (Yes/ No)**	**Standard/ Customized/ Not available**	**Bidder's Comments**
RPT.REQ.015	General Requirement	System should update patches directly from the H-ETD website without downloading the whole application. The latest version of the utility would be made available on the website or downloading			
RPT.REQ.016	General Requirement	System should maintain a version history of the patches / version of the utility should be made available in the history of the utility			
RPT.REQ.017	General Requirement	System should provide online help on the application to the taxpayers			
RPT.REQ.018	General Requirement	System should have the schema validation which includes checking if the XML document is well formed, validation of data types and data structures in the document			
RPT.REQ.019	General Requirement	System should have rule based validations of the contents in the XML document should include rules like attribute constraints, logic relations and dependency, formatted strings, length constraints, etc			
RPT.REQ.020	General Requirement	Schema validation and rule based validations for XML document and Data files of content should be configurable with nil or minimum coding efforts			
RPT.REQ.021	General Requirement	System should display appropriate warnings or error messages during validation			
RPT.REQ.022	General Requirement	System should allow the taxpayer to digitally sign the generated XML report			
RPT.REQ.023	General Requirement	Incremental reporting is to allow a user to submit only the modified data of a previously submitted report in order to reduce the repetitive upload of constant master data			
RPT.REQ.024	General Requirement	For records with no changes in the master information, only the reference IDs for masters instead of entire master details should be retained in the incremental report file to be generated for submission			
RPT.REQ.025	General Requirement	The system should have form creation capability for multiple companies			
RPT.REQ.026	General Requirement	The system shall pre-scrutinize the data like TIN number by using state messaging gateway before submission of retrun			
RPT.REQ.027	General Requirement	The client side utility should be only channel for filing the return			
RPT.REQ.028	General Requirement	The system should use XML format for submitting the data from client side utility to central database			
RPT.REQ.029	General Requirement	The system shall provide feature to modify escalation matrix for form routing			

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SLA Monitoring Tool

Sr. No.	Nature of Requirement	Requirement Description	Requirement available (Yes/ No)	Standard/ Customized/ Not available	Bidder's Comments
SLA.REQ.001	Attendance Monitoring	Resources should everyday log-in their attendance in the system on their arrival to the H-ETD location			
SLA.REQ.002	Attendance Monitoring	Resources should also punch the time of leaving the H-ETD office in the system			
SLA.REQ.003	Attendance Monitoring	System should generate reports on the availability of the resources for SLA monitoring			
SLA.REQ.004	Monitoring through EMS	Monitoring of Hardware, Servers, Network etc through EMS should be available on the dashboard created for SLA monitoring			
SLA.REQ.005	Call Centre Monitoring	System should generate log of all incoming calls / emails / out-going calls / complaints etc at Call Centre and Facility Management (IT Help Desk)			
SLA.REQ.006	Call Centre Monitoring	Summary of calls / emails responded, issues resolved, average time of response etc should be visible on the SLA dashboard			
SLA.REQ.007	Monitoring Dashboard	System should create consolidated data and analysis of data as specified by H-ETD for monitoring performance of overall HeCT and business processes. The same shall be presented on the Dashboard as per H-ETD's requirement.			
SLA.REQ.008	Monitoring Dashboard	Dashboard should be user friendly with ability to design graphs / charts as desired by the user			
SLA.REQ.009	Monitoring Dashboard	System should be able to highlight the activities as desired by user in various colors based on their service levels and alerts			
SLA.REQ.010	Monitoring Dashboard	User should be able to generate reports for any of the SLAs in the desired format			
SLA.REQ.011	Monitoring Dashboard	User should be able to send the reports over email through the dashboard itself			
SLA.REQ.012	Monitoring Dashboard	System should have ability to download the consolidated reports in formats such as PDF / Wordprocessing / spreadsheets etc as required			
SLA.REQ.013	Monitoring Dashboard	Dashboard should alert any critical event defined by the user and also send SMS / email to the concerned process owner			
SLA.REQ.014	Monitoring Dashboard	Access to the Dashboard should be provided only to identified officers of H-ETD			
SLA.REQ.015	Training Monitoring	System should be able to provide details of the trainings planned and conducted including details of the training, schedule, venue, trainees, trainers etc			
SLA.REQ.016	Training Monitoring	System should be able to capture training feedback collated at the end of training			

SLA Monitoring Tool					
Sr. No.	**Nature of Requirement**	**Requirement Description**	**Requirement available (Yes/ No)**	**Standard/ Customized/ Not available**	**Bidder's Comments**
SLA.REQ.017	Training Monitoring	System should generate MIS reports on training as per users' requirements			
SLA.REQ.018	Audit Monitoring	System should be able to capture details of the audits (security audit /infrastructure audit etc) planned and conducted including details of audit, personnel responsible, date and time etc			
SLA.REQ.019	Audit Monitoring	System should be able to capture details of feedback / comments / suggestions of the audit conducted			
SLA.REQ.020	Audit Monitoring	System should generate MIS reports on Audit as per users' requirements			

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Common Software Requirements

Sr. No.	Nature of Requirement	Requirement Description	Requirement available (Yes/ No)	Standard/ Customized/ Not available	Bidder's Comments
CSR.REQ.001	Common Technical Requirements	The system shall provide all citizen/dealer web based services and information required through web portal			
CSR.REQ.002	Common Technical Requirements	The system shall provide all intra department services and modules through web based application on intranet			
CSR.REQ.003	Common Technical Requirements	The system shall have ability to customize user menus and screens based on user access authority.			
CSR.REQ.004	Common Technical Requirements	The system shall be able to archive transactional database records to prevent long term speed concerns. The solution must also feature functionality for efficient retrieval of archived data.			
CSR.REQ.005	Common Technical Requirements	The solution shall be capable of generating event notifications and interfacing E-mail system and must support e-mail triggers as part of the solution's workflow.			
CSR.REQ.006	Common Technical Requirements	The system shall provide a report-writing tool, which can be used to generate customized reports at any level.			
CSR.REQ.007	Common Technical Requirements	The system should provide advance search and indexing features			
CSR.REQ.008	Audit Trail	The system shall be able to automatically record an audit trail of events under the control of the system, storing information about: - Action which is being carried out - The object(s) to which the action is being applied - The user carrying out the action - The date and time of the event			
CSR.REQ.009	Audit Trail	The system shall track and record information about events in the audit trail without manual intervention, once the audit trail facility has been activated			
CSR.REQ.010	Audit Trail	The system shall ensure that audit trail data cannot be modified in any way, or any part of the data be deleted by any user, including an Administrator.			
CSR.REQ.011	Audit Trail	The system allow the extent of audit trail tracking and recording to be user-configurable, so that an Administrator can select the events for which information is automatically recorded			
CSR.REQ.012	Audit Trail	The system shall ensure that the selection for audit trail tracking, and all later changes to it, are also recorded in the audit trail			

Common Software Requirements					
Sr. No.	**Nature of Requirement**	**Requirement Description**	**Requirement available (Yes/ No)**	**Standard/ Customized/ Not available**	**Bidder's Comments**
CSR.REQ.013	Audit Trail	The system shall ensure that audit trail data is available for inspection on request, so that a specific event can be identified and all related data made accessible, and that this can be achieved by authorized external personnel e.g. auditors, who have little or no familiarity with the system			
CSR.REQ.014	Audit Trail	The system shall maintain a log of failed attempts to log-on to the system			
CSR.REQ.015	Audit Trail	The system shall be capable of producing ad hoc reports selecting all relevant information from the audit trail for: - Actions carried out by a specified user, or group of users, during a specified date and time period - Actions carried out on a specified folder, or group of folders, during a specified date and time period - Actions carried out on a specified record, during a specified date and time period			
CSR.REQ.016	Access control	The system shall allow configuration of role and designation with every function.			
CSR.REQ.017	Access control	The system should alert if multiple role assigned with particular function for user to select thr role.			
CSR.REQ.018	Access control	The system shall capture the jurisdiction of office for each user			
CSR.REQ.019	Access control	The system shall capture additional or exceptional roles assigned to a user			
CSR.REQ.020	Access control	The system shall provide feature to modify escalation matrix for form routing			
CSR.REQ.021	Access control	The system shall capture effective time period for the additional roles assigned to the user			
CSR.REQ.022	Access control	The system shall provide an authentication mechanism which controls access to the system and which validates each user attempting access at the start of each user session			
CSR.REQ.023	Access control	The users shall be able access the applications using Active Directory/LDAP Complaint Directory Services and also support Single Sign-on Technology.			
CSR.REQ.024	Access control	The system shall allow: - New users to be defined and identified - Existing users to be marked as inactive, with the effect of barring that user from subsequent entry to the system - Existing users to be deleted by an Administrator at any time			
CSR.REQ.025	Access control	The system shall provide definition of a user profile for each user known to the system. A user profile must always identify a functional role for the user, and must enable allocation of access control			

Common Software Requirements					
Sr. No.	**Nature of Requirement**	**Requirement Description**	**Requirement available (Yes/ No)**	**Standard/ Customized/ Not available**	**Bidder's Comments**
CSR.REQ.026	Access control	The system shall support the definition of a set of user roles, which control the assignment of rights to specific functions or groups of functions; and must restrict any ability to define or customize these roles to an Administrator			
CSR.REQ.027	Access control	The system shall ensure that all users are allocated to one or more user role(s).			
CSR.REQ.028	Access control	The system shall enable the allocation of a security category, and predefined access control group membership, to a role so that all users allocated to that role automatically inherit the access permissions of the role			
CSR.REQ.029	Access control	The system shall support the definition of pre-defined access control groups which identify business or other functional groups, so that, in principle, any user can be a member of any group, and differing groups at differing times; and must restrict this ability to allocate and reallocate to an Administrator			
CSR.REQ.030	Access control	The system shall allow: - New groups to be defined - Existing groups to be marked as inactive, which should have the effect of barring access previously allowed by that group marking - Existing groups to be deleted			
CSR.REQ.031	Access control	The system shall enable any user to be added to or removed from groups at all times.			
CSR.REQ.032	Access control	The system shall enable, but not require, a user or group to be identified as the responsible custodian for an electronic folder, and enable this identification to be changed at a later date.			
CSR.REQ.033	Access control	The system shall allow a responsible custodian to limit access by stipulating which other users or groups can access records of which the user is custodian			
CSR.REQ.034	Access control	The system must limit access to folders and records which have been allocated a pre-defined access control group, only to those users who are members of that group			
CSR.REQ.035	User Interface	The system shall consistently present user interface menus, commands and other facilities in all parts of the application			
CSR.REQ.036	User Interface	The system shall use consistent terminology to label functions and actions in all parts of the application.			
CSR.REQ.037	User Interface	The system shall provide a context-sensitive online help facility			
CSR.REQ.038	User Interface	The system shall allow customization of the contents of the help facility, by the addition of new, or editing of existing, text			
CSR.REQ.039	User Interface	The system shall produce error messages which are meaningful and appropriate, and should offer immediate prompts for actions to resolve the error wherever possible			
CSR.REQ.040	User Interface	Where validation errors are detected, the system shall unambiguously describe the nature of the error, and offer a method of correcting the error, or canceling the action.			

Common Software Requirements					
Sr. No.	**Nature of Requirement**	**Requirement Description**	**Requirement available (Yes/ No)**	**Standard/ Customized/ Not available**	**Bidder's Comments**
CSR.REQ.041	User Interface	The system shall be capable of removing the visibility of functions from users who do not have access to those functions in their allocated user role			
CSR.REQ.042	User Interface	The system allow the intermediate steps of a function to be carried out if the user will not be allowed to complete the function because that function is disallowed by role allocated to that user			
CSR.REQ.043	User Interface	The system shall provide facilities for end users and Administrators which are intuitive and easy to use, and require as few actions as possible to carry out the function to the required standard; in particular, in normal operation			
CSR.REQ.044	User Interface	Where on-screen windows are employed, the system shall ensure that where an end user is able to re-size and re-locate windows, the contents of those windows remain correctly aligned.			
CSR.REQ.045	User Interface	The system shall support a 'drag and drop' method of manipulating folders and records, where this is appropriate for the platform supported			
CSR.REQ.046	User Interface	The system shall support the use of, and navigation by, hyperlinks and other cross-references			
CSR.REQ.047	User Interface	The system shall automatically present default values for data entry fields where logically possible,			
CSR.REQ.048	User Interface	The system support the pre-definition of a set of allowed values for a particular field by an Administrator, and the implementation of these values as a selection list i.e. a 'pick list'			
CSR.REQ.049	User Interface	The system shall provide an interface to the e-mailing system			
CSR.REQ.050	User Interface	The system shall be capable of generating an e-mail message from within the application			
CSR.REQ.051	User Interface	The system shall provide alerts as and when required for all the modules.			
CSR.REQ.052	User Interface	The system shall provide bulk signature feature			
CSR.REQ.053	User Interface	The system shall provide feature of enabling or disabling any tax type as per effective date			
CSR.REQ.054	User Interface	The system should have provision to enter new tax type and related parameters for introducing any new tax in the system			
CSR.REQ.055	User Interface	The system should have feature for closing of financial year after necessary approval from the higher authorities			
CSR.REQ.056	User Interface	The system shall be capable of versioning the forms as per effective issuance date			
CSR.REQ.057	Scalability	The system shall provide a robust and flexible architecture that can evolve to meet the needs of a changing organizational environment, appropriate to the types of implementation for which the system is intended			
CSR.REQ.058	Data Integrity	The system shall have master and operational data ready before go-live			
CSR.REQ.059	Data Integrity	The system shall enforce data integrity, referential integrity and relational integrity at all time			

Common Software Requirements					
Sr. No.	**Nature of Requirement**	**Requirement Description**	**Requirement available (Yes/ No)**	**Standard/ Customized/ Not available**	**Bidder's Comments**
CSR.REQ.060	Data Integrity	The system shall identify each entity within the system with a unique identifier			
CSR.REQ.061	Data Integrity	When the system automatically generates an identifier which is available for meaningful operational use by a user or Administrator, the system shall allow an Administrator to configure the pattern and starting number(s) or character(s).			
CSR.REQ.062	Data Integrity	The system shall store calendar years in a four digit format (YYYY) in any field that contains a date			
CSR.REQ.063	Data Integrity	The system shall be capable of storing dates that refer to years in the previous, current and subsequent centuries, and must correctly process these dates at all times			
CSR.REQ.064	Data Integrity	The system should have provision to capture approved effective date for all the transactions.			
CSR.REQ.065	**Data Integrity**	**The system should capable of saving the return data as submitted with proper encyption and PKI**			
CSR.REQ.066	Disaster Recovery	The system shall support automated back-up and recovery facilities for all folders, records, metadata, audit trails and configuration settings held in the system, either provided by the system itself or by facilities in its environment with which it can interface			
CSR.REQ.067	Disaster Recovery	The system shall support a capability for separate physical storage of back-up data			
CSR.REQ.068	Disaster Recovery	The system shall allow an Administrator to: - Specify the frequency of back-up; - Select elements of the system to be backed-up			
CSR.REQ.069	Disaster Recovery	The system shall support facilities for an Administrator to restore the whole system or part of the system from back-ups following a system failure			
CSR.REQ.070	Disaster Recovery	The system shall support facilities for an Administrator to restore the whole system from the most recent back-up state to the point of system failure			
CSR.REQ.071	Disaster Recovery	The system shall be able to determine any updates to the data which are unable to be restored / rebuilt, and provide notification to an Administrator			
CSR.REQ.072	Disaster Recovery	The system shall support restoration of audit trail information by means of the back-up and recovery facilities			
CSR.REQ.073	Storage	The system shall support caching of frequently and recently used content			
CSR.REQ.074	Storage	When querying a remote repository, the system shall minimize the amount of data exchange required.			
CSR.REQ.075	Storage	The system shall provide facilities for monitoring storage facilities, and automatically alert an Administrator when a capacity threshold is reached, or when an error condition requiring attention occurs			

Common Software Requirements					
Sr. No.	**Nature of Requirement**	**Requirement Description**	**Requirement available (Yes/ No)**	**Standard/ Customized/ Not available**	**Bidder's Comments**
CSR.REQ.076	Performance	The system shall provide evidence of adequate performance and response times for commonly performed functions under the normal operating conditions for which it is intended. A benchmark for normal operating conditions is: - 75% of the user population actively using the system - Total record volume to be expected after 5 years use stored - Multiple, concurrent and representative active use of system functionality			
CSR.REQ.077	Scalability	The system shall provide evidence of the degree of scalability that it can support over time, as organizational needs change and develop. Benchmark metrics for scalability are: - Number of geographical locations at which users can be supported, while maintaining the performance metrics demonstrated; - Total size of the record repository which can be supported, in Gigabytes or Terabytes, while maintaining the performance metrics demonstrated; - Number of total users which can be supported, while maintaining the performance metrics demonstrated; - Systems management overhead in maintaining a growth rate for the number of records and users anticipated in the first five years of operation; - Amount of re-configuration and downtime required to maintain a growth rate for the number of records and users anticipated in the first five years of operation; - Amount of re-configuration and downtime required to make bulk changes to organizational structures, folder structures, user roles and user anticipated after five years of operation			
CSR.REQ.078	Authentication and encryption	The system shall be capable of checking the validity of a digital signature at the time of creation of the record.			
CSR.REQ.079	Integration	The system should have interface with SSDG, UID, TINXSYS, GSTN portal and e -Biz portal			
CSR.REQ.080	Integration	The system should have interface for migration to GST			
CSR.REQ.081	Application Security	System should allow user set up to be controlled by a specific system administration module.			
CSR.REQ.082	Application Security	System to capture employee details such as name, designation, employee code etc.			
CSR.REQ.083	Application Security	System to automatically generate a unique user ID upon authorization of the employee details.			
CSR.REQ.084	Application Security	System to capture the details of the requestor and the authorizing authority (system administrators)			
CSR.REQ.085	Application Security	System to facilitate creation of the user ID's at a HO level / district level as desired by the HETD			
CSR.REQ.086	Application Security	System to attach the user ID of the employee to each and every action done in the system			

Common Software Requirements					
Sr. No.	**Nature of Requirement**	**Requirement Description**	**Requirement available (Yes/ No)**	**Standard/ Customized/ Not available**	**Bidder's Comments**
CSR.REQ.087	Application Security	System to check for duplicate record based on employee name (first + last name), employee code etc.			
CSR.REQ.088	Application Security	System should set a default password upon creation of the user ID.			
CSR.REQ.089	Application Security	System should allow the user (Bank) to define password policies. The minimum password policies to be defined are: Ø Minimum password length Ø Maximum password length (not less than 8 characters) Ø Alpha numeric combination of password Ø Compulsory use of special characters Ø Minimum password age Ø Password expiry period Ø Repeat passwords etc. Ø Repeat passwords period etc.			
CSR.REQ.090	Application Security	The system should be able to automatically check the passwords with the password policy, which can be customised by HETD			
CSR.REQ.091	Application Security	System should enforce changing of the default password set by the system (at the time of creation of user ID) when the user 1st logs on to the system. The system should enforce all password policies as defined at the time of first change.			
CSR.REQ.092	Application Security	All password policies defined should be parameterisable.			
CSR.REQ.093	Application Security	Application shall provide access monitoring to compile and report security violations and attempted security violations			
CSR.REQ.094	Application Security	System to permit access only through password verification			
CSR.REQ.095	Application Security	User ID's and passwords should be stored in an encrypted / compressed format in the respective files or tables			
CSR.REQ.096	Application Security	System to define overrides for certain set of transaction errors / warnings and link transactions to specific user ID's. All such overrides should be recorded for Audit trail			
CSR.REQ.097	Application Security	System to form user groups and link rights to such defined groups			
CSR.REQ.098	Application Security	System to restrict user access to: Ø Menus Ø Sub- menus Ø Screens Ø Fields Ø Reports Ø Combination of the above			
CSR.REQ.099	Application Security	Within the application all restrictions to be placed should be with the help of menu driven options.			
CSR.REQ.100	Application Security	System to define levels of authorisation, while ensuring minimum two levels.			
CSR.REQ.101	Application Security	The system should be capable of encrypting the password / other sensitive data during transit.			
CSR.REQ.102	Application Security	The system should allow users to define error messages (parameterisable) for a particular transaction			

Common Software Requirements					
Sr. No.	**Nature of Requirement**	**Requirement Description**	**Requirement available (Yes/ No)**	**Standard/ Customized/ Not available**	**Bidder's Comments**
CSR.REQ.103	Application Security	System to restrict access to critical accounts / information to a particular user id / or a group of users.			
CSR.REQ.104	Application Security	The system should not allow any changes to be made to the details of the transaction after authorisation by the officer.			
CSR.REQ.105	Application Security	The system should not permit the same individual to modify and authorise the same transaction			
CSR.REQ.106	Application Security	System to enforce "Maker" "Checker" concept for all types of transaction entry, modification , deletions, static data entry, modifications, deletions			
CSR.REQ.107	Application Security	System to define Maximum Inactive Time (parameterisable) after which a user should be automatically loged out of the system.			
CSR.REQ.108	Application Security	System to suspend or cancell a user ID.			
CSR.REQ.109	Application Security	System to revoke suspended user Ids.			
CSR.REQ.110	Application Security	System to support terminal based logins I.e. a user cannot log on to the system from any terminal apart from what is specified in the parameter for him / her.			
CSR.REQ.111	Application Security	The logon process shall deny access if either the username or password is invalid without identifying the specific erroneous element.			
CSR.REQ.112	Application Security	The logon process shall allow only a fixed number of logon attempts before disabling the terminal.			
CSR.REQ.113	Application Security	If access is denied following repeated unsuccessful logon attempts, this shall be treated by the application as a security incident and handled accordingly.			
CSR.REQ.114	Application Security	Application shall disallow simultaneous logon by the same user.			
CSR.REQ.115	Testing Requirements	All corrections to address discrepancies shall be validated through formal regression test before insertion into the operational systems			
CSR.REQ.116	Testing Requirements	All new application functionality shall be validated through a formal extensive testing before insertion into the operational systems.			
CSR.REQ.117	Testing Requirements	Application shall support operations and testing concurrently.			
CSR.REQ.118	Testing Requirements	Application shall provide tools and metrics to support testing, system performance monitoring, fault isolation, verification and validation of the end-to-end system			

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Encryption software for Webserver

Sr. No.	Nature of Requirement	Requirement Description	Requirement available (Yes/ No)	Standard/ Customized/ Not available	Bidder's Comments
SEQ.REQ.001	Security Requirements	Software should support TCP/IP protocol, Digital certificates, PKI			
SEQ.REQ.002	Security Requirements	Encryption should be at a minimum 128 Bit based			
SEQ.REQ.003	Security Requirements	Software should allow the server and client to authenticate each other and to negotiate an encryption algorithm before the application protocol transmits or receives its first byte of data			
SEQ.REQ.004	Security Requirements	The software should be application independent			
SEQ.REQ.005	Security Requirements	Server authentication process should allow users to confirm a Web server's identity			
SEQ.REQ.006	Security Requirements	Encryption software enabled on client software, such as a Web browser, should be able to automatically check that a server's certificate and public ID are valid and have been issued by a certificate authority (CA)			
SEQ.REQ.007	Security Requirements	All data sent over an encrypted software connection should be protected with a mechanism for detecting tampering			
SEQ.REQ.008	Security Requirements	Should support both symmetric and asymmetric encryption			
SEQ.REQ.009	Security Requirements	Encryption software should support securing of multi server and multi domains			

Encryption software for Webserver					
Sr. No.	**Nature of Requirement**	**Requirement Description**	**Requirement available (Yes/ No)**	**Standard/ Customized/ Not available**	**Bidder's Comments**
SEQ.REQ.010	Security Requirements	Redundant server backups that allow Web sites and extranets to maximize site performance by balancing traffic loads among multiple servers			

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Ad hoc reporting tool

Sr. No.	Nature of Requirement	Requirement Description	Requirement available (Yes/ No)	Standard/ Customized/ Not available	Bidder's Comments
ARP.REQ.001	Functional Requirements	System should have feature of user initiated ad hoc (on demand) reports			
ARP.REQ.002	Functional Requirements	system should have query tool that serves both power users and occasional users			
ARP.REQ.003	Functional Requirements	System should allow allow the user to enter query parameters, which are then used to select and retrieve only the data that meet the specified criteria			
ARP.REQ.004	Functional Requirements	System should have provision to print and export the report generated in the pre-defined file format (e.g. spreadsheet, word processing, etc as per desktop office solution)			
ARP.REQ.005	Functional Requirements	System shoould support menu driven query and reporting tool			
ARP.REQ.006	Functional Requirements	System should allow users to save the query and ad hoc report generated			
ARP.REQ.007	Functional Requirements	System should be capable of self-join table more than once and use the self-joined tables			

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Hand held Device

Sr. No.	Nature of Requirement	Requirement Description	Requirement available (Yes/ No)	Standard/ Customized / Not available	Bidder's Comments
HH.REQ.001	Basic features	The handheld device shall have the capability to collect and store meter readings and should be capable of issuing payment receipts and challans.			
HH.REQ.002	Ergonomic	The device should be handy, lightweight (not more than 600 gms including battery) and small in size for ease of portability. The device should be very compact and reliable in design to make it immune to any type of vibrations and shocks in normal field activity.			
HH.REQ.003	Interface	Minimum one RS 232 port for uploading and downloading of taxpayer data fron HeCTsystem USB via Multi Port Connector The ports must be compatible for connecting peripherals such as bar code reader, printer, battery charger, loader charger etc.			
HH.REQ.004	Processor	Intel or ARM series			
HH.REQ.005	Integration	Should support integration with multiple OS (Windows, Solaris, flavors of Unix, LINUX etc)			
HH.REQ.006	Modules	Device should support separate modules based on various taxes. Respective information of the tax should be retrieved by the device			
HH.REQ.007	Barcode scanner	Device should have an inbuilt 2D barcode reader to read the barcode on the documents being carried by the taxpayer			

Hand held Device

Sr. No.	Nature of Requirement	Requirement Description	Requirement available (Yes/ No)	Standard/ Customized / Not available	Bidder's Comments
HH.REQ.008	Power & Battery	Lithium Ion battery to last 8-12 hours of mobile squad visits Rechargeable batteries The device should have low-battery detection and automatic cutoff feature to avoid further drain of the battery The device must come with an integrated intelligent fast charge capability that allows for full charge in 5 hours The device should support AC and DC charging Battery Charging with provision for spare battery charging			
HH.REQ.009	Keyboard	The keyboard must have large keys with adequate separation Minimum 30 Keys with QWERTY keypad functionality, Audible beep The keyboard must be fully PC compatible and programmable.			
HH.REQ.010	Memory	Should be able to store data for a minimum of 300 taxpayers			
HH.REQ.011	Printer	Dot matrix or Thermal printer Minimum printer should bespeed to be 15 lines per second Minimum Print width of 55 mm			
HH.REQ.012	Display	Minimum of 8 lines * 20 characters LCD with backlight The Display should be LCD with minimum 128X128 Pixels			
HH.REQ.013	Clock	Support to real time clock with the a minimum of 10 years battery back up			
HH.REQ.014	Climatic conditions	Device should be operational from 5o celcius to 50o celcius. Device should be water resistant and shock resistant. 5 % to 90% relative humidity, non condesending			
HH.REQ.015	Barcode	Should provide payment receipts with barcoding			
HH.REQ.016	Smart card interface	Should support smart card interface			

Hand held Device

Sr. No.	Nature of Requirement	Requirement Description	Requirement available (Yes/ No)	Standard/ Customized / Not available	Bidder's Comments
HH.REQ.017	Standards / Compliance	Should support standards such as IEC – 529 – Degree of Protection provided by enclosures, IS : 12063 : 1987 – Classification of Degree of Protection provided by enclosures of electrical items, IS 9000: 1979 – Basic environmental testing procedure for electronic & electronic items, IEC – 1000 – Electromagnetic compatibility, IEC – 1000-4-2 : 1995 – Electrostatic discharge immunity test, IEC – 1000–4-3 : 195 – Radiated, radio – frequency electromagnetic field immunity test, Magnetic immunity test, CISPAR 22 – Limits and method of measurement of radio disturbance characteristics of information technology equipment. Device should be ROHS complaint. PCI PED Complaince. ISO8583/SDLC compliant. 3DES, AES, RSA, DUKPT Key Mangement. ISO7816 compliant			
HH.REQ.018	Casing	Device to be ergonomically designed and be provided with suitable holding strap for proper gripping and have a case to carry the device.			
HH.REQ.019	Cradle	The cradle should be for Battery Charging and for communication with the PC. The cradle should be housed in a suitable material that can be wall or table top mounted			
HH.REQ.020	Storage	Application should be able to store data in case system shut downs or crashes. The device must be protected against a static discharge without loss of data.			
HH.REQ.021	Drop Test	Functional after drop from 3 feet on concrete floor			
HH.REQ.022	Warranty	Comprehensive on-site warranty for the contract period. Warranty to cover both hardware and software.			
HH.REQ.023	Bilingual	English and Hindi			
HH.REQ.024	SAMS slot	3 Security Access Modules			
HH.REQ.025	Magnetic Stripe Reader	Track 1,2,3			
HH.REQ.026	Access type	Username and password based access			
HH.REQ.027	Communication mechanisms	Should support GSM/GPRS for connecting to the HeCT system for data exchange Other networks: WiFi, TCP/IP, External or docking station landline modem			

Hand held Device					
Sr. No.	**Nature of Requirement**	**Requirement Description**	**Requirement available (Yes/ No)**	**Standard/ Customized / Not available**	**Bidder's Comments**
HH.REQ.028	Terminal Management	Should be able to update the application on-air			
HH.REQ.029	Extended Memory	Minimum of 2 GB			

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Item	Description
1	**Servers**
1.1	Web
1.2	Application
1.3	Database
1.4	DNS
1.5	EMS
1.6	Anti virus
1.7	Mail
1.8	Authentication
1.9	Syslog
1.10	Backup
1.11	19" 42 U Rack with LAN Cabling
1.12	IP Based KVM Switch
2	**Storage**
2.1	SAN Storage Array
2.2	Tape Library
3	**Network**
3.1	Load Balancer
3.2	Core Router
3.3	Core LAN Switch
3.4	LAN Cabling
4	**Security**
4.1	Application Proxy Firewall
4.2	IPS
4.3	Antivirus & Anti-spam
5	**Software**
5.1	Operating System
5.2	Backup
5.3	Syslog
5.4	Mailing Software
6	**Overall Solution**
6.2	Infrastructure Requirements for overall solution proposed
6.3	Database Licensing
6.4	Desktops
6.5	Printer-Scanner-Photocopier
6.6	Network Laser Printer
6.7	Barcode Scanner
6.8	Handheld devices
6.9	UPS
6.10	Thin Client
6.11	Laptop

Bidders may propose Technical Solution over and above stated specifications to meet the expected Service Levels. If bidder proposes Technical Solution deviating from stated specification, Technical Evaluation Committee will evaluate the solution provided by the bidder. The Technical Evaluation Committee will take due note of impact for the Department because of proposed technical specifications proposed by the bidder

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Instructions

Sr. No	Instructions for filling Annexure
1	It is **mandatory** to fill up **all specification sheets** provided under **Annexure 1.1 to 6.5**
2	Tenderers should fill up the **specification sheets** in the given format using **MS-Excel.**
3	Tenderers should **ensure** that **none of the listed parameters are modified, deleted** and no additional parameter is added. (Remarks, if any, should be indicated separately in the Remarks column)
4	In case the Tenderer is proposing any additional product category that is not listed in this section, he may use additional sheets. The nomenclature for such additional sheets should follow the respective category e.g. 6.1.19, 6.1.20 and so on, if an additional server, which is not listed, is being proposed. The same should also be reflected in the Commercial Bid format as new line items with the above said references.
5	In case the software proposed by the Tenderer has multiple modules/components that are priced and sold separately, the Tenderer should use additional sheets for each such module/component and include the licensing policy and number of licenses proposed for the same in the respective sheets. The nomenclature for such additional sheets should be e.g. 6.5.4(a), 6.5.4(b) and so on. The same should also be reflected in the Commercial Bid format as new line items with the above said references.
6	It is **mandatory** to fill up the **"Tenderer's Response" column** against all the listed parameters / features.
7	The "Tenderer's Response" column must be filled taking into consideration the "Unit of measurement" (wherever specified).
8	"Details/ remarks" column should be filled in order to provide the evaluator additional information for evaluation.

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Annexure 1.1 : Web Server

Sr. No	Parameter	Tenderer's Response for end of 5th year capacity	Unit of Measurement	Details / Remarks, if any
1	Server	Server shall be of enterprise level which can be virtualized to include multiple servers within the same server	The offered system should be high class Datacenter class servers with redundancy / N+1 features built in at every level like disk , memory , power supplies , cooling etc.	
2	Make			
3	Model			
4	Form Factor		The server shall be of 1 U / 2U form factor/Self Frame/Chasis	
5	Quantity (DC)		No. of Servers	
6	Quantity (DR Site)		No. of Servers	
7	CPU			
	CPU Type		No. of Cores per CPU (e.g. dual core, quad core)	
	Max No. of CPUs of above type supported in the server		No. of units in one server	
	CPU Architecture (CISC, EPIC, RISC)		Enterprise level CISC / EPIC / RISC	
	32-bit or 64-bit Architecture		32-bit / 64-bit	
	Clock speed of proposed		GHz	
8	Cache Memory			
	Total Size of L1 Cache on the server		MB	
	Total Size of L2 Cache on the server		MB	
	Total Size of L3 Cache on the server		MB	
9	Main Memory			
	Size of Proposed Memory		GB	
	Max. Memory size supported on the server		GB	
	Proposed Main Memory Type		(DDR / DDR1 / DDR2)	
	Main Memory Bus Speed		MHz	
10	I/O			
	Type of I/O Slots proposed		PCI / PCI-X / PCI-e	
	No. of slots proposed on the server		Units	
	No. of free slots		Units	

Annexure 1.1 : Web Server				
Sr. No	**Parameter**	**Tenderer's Response for end of 5th year capacity**	**Unit of Measurement**	**Details / Remarks, if any**
	System I/O bandwidth		GB/s	
11	Network			
	Type of Ethernet controller proposed		YES / NO	
	No. of Ethernet Controllers proposed		Units	
	Dual Homing proposed		YES / NO	
12	HBA (if applicable for this server)			
	Type of HBA controller proposed		YES / NO	
	No. of HBA Controllers proposed		Units	
	Dual Homing proposed		YES / NO	
13	Disk Controller			
	Type of RAID controller proposed			
	RAID protection type proposed			
	RAID protection types supported		RAID 0 / RAID 1 / RAID 1+0 / RAID 5	
	No. of Raid Controller proposed		Units	
	As per requirement Applicable internally or externally		Internal / External	
	Proposed size of battery backed cache		MB	
14	Internal Disks			
	Type of disk proposed			
	Disk capacity		GB	
	Disk Speed		RPM	
	No of disks proposed		Units	
	Are Proposed Disks Hot Swappable?		YES / NO	
	As per requirement Applicable internally or externally		Internal / External	
	Max. no. of Disks supported in the proposed server			
15	CD / DVD Drive			
	Optical Drive Proposed			
	Capability of all types of CD / DVD		YES / NO	
	Drive Speed Proposed		X	
	No. of drives proposed			
	As per requirement Applicable internally or externally		Internal / External	
	Is drive writeable / re-writeable?		YES / NO	
16	Power Supply			
	Hot Swappable Power supply proposed		YES / NO	

Annexure 1.1 : Web Server				
Sr. No	**Parameter**	**Tenderer's Response for end of 5th year capacity**	**Unit of Measurement**	**Details / Remarks, if any**
	Redundant power supply proposed		YES / NO	
17	Operating System			
	Operating Systems proposed on this server			
	Operating Systems supported on this server			
18	Any other software proposed such as database, application, etc.		Provide details	
19	Other			
	Rack Mountable		YES / NO	
	Automatic Server Recovery		YES / NO	
	NIC load balancing support		YES / NO	
20	Compliance to Workload Estimation - Annexure B for the minimum sizing considerations		YES / NO	
21	Weight		Kg	
22	Dimension		HxWxD(mm)	
23	Heat Dissipation		BTU/hr	
24	Power Requirement		KVA	
25	Support Symmetric Multiprocessing (SMP) Architecture		YES / NO	
26	Virtualization should be possible at the hardware and software level		YES / NO	
27	Server should have redundancy built into the box by way of sparing for CPU, Memory, I/O,etc or Additional server has to be proposed for each server proposed		YES / NO	

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Annexure 1.2 : Application Server (Please provide separate annexures for each unique configuration)

Sr. No	Parameter	Tenderer's Response for end of 5th year capacity	Unit of Measurement	Details / Remarks, if any
`	Server	Server shall be of enterprise level which can be virtualized to include multiple servers within the same server	The offered system should be high class Datacenter class servers with redundancy / N+1 features built in at every level like disk , memory , power supplies , cooling etc.	
2	Make			
3	Model			
4	Form Factor		1U / 2U, etc --The server shall be of 1 U / 2U form factor/Self Frame/Chasis	
5	Quantity (DC)		No. of Servers	
6	Quantity (DR Site)		No. of Servers	
7	CPU			
	CPU Type		No. of Cores per CPU (e.g. dual core, quad core)	
	Max No. of CPUs of above type supported in the server		No. of units in one server	
	CPU Architecture (CISC, EPIC, RISC)		Enterprise level CISC / EPIC / RISC	
	32-bit or 64-bit Architecture		32-bit / 64-bit	
	Clock speed of proposed CPU		GHz	
8	Cache Memory			
	Total Size of L1 Cache on the server		MB	
	Total Size of L2 Cache on the server		MB	
	Total Size of L3 Cache on the server		MB	
9	Main Memory			
	Size of Proposed Memory		GB	
	Max. Memory size supported on the server		GB	
	Proposed Main Memory Type		(DDR / DDR1 / DDR2)	
	Main Memory Bus Speed		MHz	
10	I/O			
	Type of I/O Slots proposed		PCI / PCI-X / PCI-e	
	No. of slots proposed on the server		Units	
	No. of free slots		Units	
	System I/O bandwidth		GB/s	

Annexure 1.2 : Application Server (Please provide separate annexures for each unique configuration)				
Sr. No	**Parameter**	**Tenderer's Response for end of 5th year capacity**	**Unit of Measurement**	**Details / Remarks, if any**
11	Network			
	Type of Ethernet controller proposed		YES / NO	
	No. of Ethernet Controllers proposed		Units	
	Dual Homing proposed		YES / NO	
12	HBA (if applicable for this server)			
	Type of HBA controller proposed		YES / NO	
	No. of HBA Controllers proposed		Units	
	Dual Homing proposed		YES / NO	
13	Disk Controller			
	Type of RAID controller proposed			
	RAID protection type proposed			
	RAID protection types supported		RAID 0 / RAID 1 / RAID 1+0 / RAID 5	
	No. of Raid Controller proposed		Units	
	As per requirement Applicable internally or externally		Internal / External	
	Proposed size of battery backed cache		MB	
14	Internal Disks			
	Type of disk proposed			
	Disk capacity		GB	
	Disk Speed		RPM	
	No of disks proposed		Units	
	Are Proposed Disks Hot Swappable?		YES / NO	
	As per requirement Applicable internally or externally		Internal / External	
	Max. no. of Disks supported in the proposed server			
15	CD / DVD Drive			
	Optical Drive Proposed			
	Capability of all types of CD / DVD		YES / NO	
	Drive Speed Proposed		X	
	No. of drives proposed			
	As per requirement Applicable internally or externally		Internal / External	
	Is drive writeable / re-writeable?		YES / NO	
16	Power Supply			
	Hot Swappable Power supply proposed		YES / NO	
	Redundant power supply proposed		YES / NO	
17	Operating System			
	Operating Systems proposed on this server			

Annexure 1.2 : Application Server (Please provide separate annexures for each unique configuration)				
Sr. No	**Parameter**	**Tenderer's Response for end of 5th year capacity**	**Unit of Measurement**	**Details / Remarks, if any**
	Operating Systems supported on this server			
18	Any other software proposed such as database, application, etc.		Provide details	
19	Other			
	Rack Mountable		YES / NO	
	Automatic Server Recovery		YES / NO	
	NIC load balancing support		YES / NO	
20	Compliance to Workload Estimation - Annexure B for the minimum sizing considerations		YES / NO	
21	Weight		Kg	
22	Dimension		HxWxD(mm)	
23	Heat Dissipation		BTU/hr	
24	Power Requirement		KVA	
25	Support Symmetric Multiprocessing (SMP) Architecture		YES / NO	
26	Virtualization should be possible at the hardware and software		YES / NO	
27	Server should have redundancy built into the box by way of sparing for CPU, Memory, I/O,etc or Additional server has to be proposed for each server proposed		YES / NO	
28	System should be able to run at over 90% utilization with no degradation in response time		YES / NO	

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Annexure 1.3 : Database Server - Core

Sr. No	Parameter	Tenderer's Response for end of 5th year capacity	Unit of Measurement	Details / Remarks, if any
1	Server	Server shall be of enterprise level which can be virtualized to include multiple servers within the same server	The offered system should be high class Datacenter class servers with redundancy / N+1 features built in at every level like disk , memory , power supplies , cooling etc.	
2	Make		1U / 2U, etc --The server shall be of 1 U / 2U form factor/Self Frame/Chasis	
3	Model			
4	Form Factor		1U / 2U, etc	
5	Quantity (DC)		No. of Servers	
6	Quantity (DR Site)		No. of Servers	
7	CPU			
	CPU Type		No. of Cores per CPU (e.g. dual core, quad core)	
	Max No. of CPUs of above type supported in the		No. of units in one server	
	CPU Architecture (CISC, RISC, EPIC)		Enterprise level CISC / EPIC / RISC	
	32-bit or 64-bit Architecture		32-bit / 64-bit	
	Clock speed of proposed CPU		GHz	
8	Cache Memory			
	Total Size of L1 Cache on the server		MB	
	Total Size of L2 Cache on the server		MB	
	Total Size of L3 Cache on the server		MB	
9	Main Memory			
	Size of Proposed Memory		GB	
	Max. Memory size supported on the server		GB	
	Proposed Main Memory Type		(DDR / DDR1 / DDR2)	
	Main Memory Bus Speed		MHz	
10	I/O			
	Type of I/O Slots proposed		PCI / PCI-X / PCI-e	
	No. of slots proposed on the server		Units	
	No. of free slots		Units	
	System I/O bandwidth		GB/s	
11	Network			

Annexure 1.3 : Database Server - Core				
Sr. No	**Parameter**	**Tenderer's Response for end of 5th year capacity**	**Unit of Measurement**	**Details / Remarks, if any**
	Type of Ethernet controller proposed		YES / NO	
	No. of Ethernet Controllers proposed		Units	
	Dual Homing proposed		YES / NO	
12	HBA (if applicable for this server)			
	Type of HBA controller proposed		YES / NO	
	No. of HBA Controllers proposed		Units	
	Dual Homing proposed		YES / NO	
13	Disk Controller			
	Type of RAID controller proposed			
	RAID protection type proposed			
	RAID protection types supported		RAID 0 / RAID 1 / RAID 1+0 / RAID 5	
	No. of Raid Controller proposed		Units	
	As per requirement Applicable internally or externally		Internal / External	
	Proposed size of battery backed cache		MB	
14	Internal Disks			
	Type of disk proposed			
	Disk capacity		GB	
	Disk Speed		RPM	
	No of disks proposed		Units	
	Are Proposed Disks Hot Swappable?		YES / NO	
	As per requirement Applicable internally or externally		Internal / External	
	Max. no. of Disks supported in the proposed server			
15	CD / DVD Drive			
	Optical Drive Proposed			
	Capability of all types of CD / DVD		YES / NO	
	Drive Speed Proposed		X	
	No. of drives proposed			
	As per requirement Applicable internally or externally		Internal / External	
	Is drive writeable / re-writeable?		YES / NO	
16	Power Supply			
	Hot Swappable Power supply proposed		YES / NO	

Annexure 1.3 : Database Server - Core				
Sr. No	**Parameter**	**Tenderer's Response for end of 5th year capacity**	**Unit of Measurement**	**Details / Remarks, if any**
	Redundant power supply proposed		YES / NO	
17	Operating System			
	Operating Systems proposed on this server			
	Operating Systems supported on this server			
18	Any other software proposed such as database, application, etc.		Provide details	
19	Other			
	Rack Mountable		YES / NO	
	Automatic Server Recovery		YES / NO	
	NIC load balancing support		YES / NO	
20	Compliance to Workload Estimation - Annexure B for the minimum sizing considerations		YES / NO	
21	Weight		Kg	
22	Dimension		HxWxD(mm)	
23	Heat Dissipation		BTU/hr	
24	Power Requirement		KVA	
25	Support Symmetric Multiprocessing (SMP) Architecture		YES / NO	
26	Cluster			
	Should be configured in dynamic load balancing mode		YES / NO	
	Type of Cluster interconnect used		Copper based Ethernet / Fiber based Ethernet / Infiniband / Myrinet / Specify if any other	
	Throughput of each of the proposed Cluster Interconnect		Gbps	
	Number of cluster interconnects		Units	
	Total Throughput of all the proposed Cluster Interconnects put together		Gbps	
27	Clustering Software			
	Product Name			
	Version			
	Is clustering Software proposed?		YES / NO	
	Should support non-intrusive TCP connection failover		YES / NO	

Annexure 1.3 : Database Server - Core				
Sr. No	**Parameter**	**Tenderer's Response for end of 5th year capacity**	**Unit of Measurement**	**Details / Remarks, if any**
	Should ensure cluster members stay in sync and communicate their status instantly through cluster interconnect.		YES / NO	
	No. of Licenses (DC):			
	Server			
	Processor			
	Client			
	Client Access License			
	Other 1			
	Other 2			
	Should be compatible with the OS proposed		YES / NO	
	Should provide easy management through user friendly interface.		YES / NO	
	Should be compatible and should integrate with the backup software provisioned.		YES / NO	
	Should be certified by the OEM for operation in active-active, dynamic load balancing mode?		YES / NO	
	Should allow simultaneous access to share storage from multiple servers that are configured in load sharing mode.		YES / NO	
	Should be capable of intelligent workload management and should allow administrators to set fail-over policies based on server capacity thresholds and available resources.			
28	File System			
	Is the file system proposed a Cluster File System		YES / NO	
	Is clustering File system proposed?		YES / NO	
29	Cluster File System			
	Product Name			
	Version			
	No. of Licenses (DC):			
	Server			
	Processor			
	Client			
	Client Access License			
	Other 1			
	Other 2			

Annexure 1.3 : Database Server - Core				
Sr. No	**Parameter**	**Tenderer's Response for end of 5th year capacity**	**Unit of Measurement**	**Details / Remarks, if any**
	Should be compatible with the OS proposed		YES / NO	
	Should be compatible and should integrate with the backup software provisioned.		YES / NO	
30	Virtualization should be possible at the hardware and software level		YES / NO	
31	Server should have redundancy built into the box by way of sparing for CPU, Memory, I/O,etc or Additional server has to be proposed for each server proposed		YES / NO	
32	System should be able to run at over 90% utilization with no degradation in response		YES / NO	

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Annexure 1.4 : DNS Server

Sr. No	Parameter	Tenderer's Response for end of 5th year capacity	Unit of Measurement	Details / Remarks, if any
1	Server	Server shall be of enterprise level which can be virtualized to include multiple servers within the same server	The offered system should be high class Datacenter class servers with redundancy / N+1 features built in at every level like disk , memory , power supplies , cooling etc.	
2	Make			
3	Model			
4	Form Factor		1U / 2U, etc --The server shall be of 1 U / 2U form factor/Self Frame/Chasis	
5	Quantity (DC)		No. of Servers	
6	Quantity (DR Site)		No. of Servers	
7	CPU			
	CPU Type		No. of Cores per CPU (e.g. dual core, quad core)	
	Max No. of CPUs of above type supported in the server		No. of units in one server	
	CPU Architecture (CISC, EPIC, RISC)		Enterprise level CISC / EPIC / RISC	
	32-bit or 64-bit Architecture		32-bit / 64-bit	
	Clock speed of proposed CPU		GHz	
8	Cache Memory			
	Total Size of L1 Cache on the server		MB	
	Total Size of L2 Cache on the server		MB	
	Total Size of L3 Cache on the server		MB	
9	Main Memory			
	Size of Proposed Memory		GB	
	Max. Memory size supported on the server		GB	
	Proposed Main Memory Type		(DDR / DDR1 / DDR2)	
	Main Memory Bus Speed		MHz	
10	I/O			
	Type of I/O Slots proposed		PCI / PCI-X / PCI-e	
	No. of slots proposed on the server		Units	
	No. of free slots		Units	
	System I/O bandwidth		GB/s	
11	Network			
	Type of Ethernet controller proposed		YES / NO	
	No. of Ethernet Controllers proposed		Units	
	Dual Homing proposed		YES / NO	
12	HBA (if applicable for this server)			
	Type of HBA controller proposed		YES / NO	

Annexure 1.4 : DNS Server				
Sr. No	**Parameter**	**Tenderer's Response for end of 5th year capacity**	**Unit of Measurement**	**Details / Remarks, if any**
	No. of HBA Controllers proposed		Units	
	Dual Homing proposed		YES / NO	
13	Disk Controller			
	Type of RAID controller proposed			
	RAID protection type proposed			
	RAID protection types supported		RAID 0 / RAID 1 / RAID 1+0 / RAID 5	
	As per requirement Applicable internally or externally		Internal / External	
	No. of Raid Controller proposed		Units	
	Proposed size of battery backed cache		MB	
14	Internal Disks			
	Type of disk proposed			
	Disk capacity		GB	
	Disk Speed		RPM	
	No of disks proposed		Units	
	Are Proposed Disks Hot Swappable?		YES / NO	
	As per requirement Applicable internally or externally		Internal / External	
	Max. no. of Disks supported in the proposed server			
15	CD / DVD Drive			
	Optical Drive Proposed			
	Capability of all types of CD / DVD		YES / NO	
	Drive Speed Proposed		X	
	No. of drives proposed			
	As per requirement Applicable internally or externally		Internal / External	
	Is drive writeable / re-writeable?		YES / NO	
16	Power Supply			
	Hot Swappable Power supply proposed		YES / NO	
	Redundant power supply proposed		YES / NO	
17	Operating System			
	Operating Systems proposed on this server			
	Operating Systems supported on this server			
18	Any other software proposed (provide details)			
	DNS Server		YES / NO	
	Time Synchronization Server		YES / NO	
19	Estimated Ratings of server **for proposed configurarion**			
	tpmC		Units	
	Applicable SPEC rating		Units	
20	Other			
	Rack Mountable		YES / NO	
	Automatic Server Recovery		YES / NO	
	NIC load balancing support		YES / NO	

Annexure 1.4 : DNS Server				
Sr. No	**Parameter**	**Tenderer's Response for end of 5th year capacity**	**Unit of Measurement**	**Details / Remarks, if any**
21	Compliance to Workload Estimation - Annexure B for the minimum sizing considerations		YES / NO	
22	Weight		Kg	
23	Dimension		HxWxD(mm)	
24	Heat Dissipation		BTU/hr	
25	Power Requirement		KVA	
26	Support Symmetric Multiprocessing (SMP) Architecture		YES / NO	
27	Virtualization should be possible at the hardware and software level		YES / NO	
28	Server should have redundancy built into the box by way of sparing for CPU, Memory, I/O,etc or Additional server has to be proposed for each server proposed		YES / NO	
29	System should be able to run at over 90% utilization with no degradation in response time		YES / NO	

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Annexure 1.5 : EMS Server

Sr. No	Parameter	Minimum Requirement	Compliance for Minimum Requirements(Indicate YES/NO)	Tenderer's Response for end of 5th year capacity	Unit of Measurement	Details / Remarks, if any
1	Server			Server shall be of enterprise level which can be virtualized to include multiple servers within the same server	The offered system should be high class Datacenter class servers with redundancy / N+1 features built in at every level like disk , memory , power supplies , cooling etc.	
2	Make					
3	Model					
4	Form Factor				1U / 2U, etc --The server shall be of 1 U / 2U form factor/Self Frame/Chasis	
5	Quantity (DC)				No. of Servers	
6	Quantity (DR Site)	-NA-			No. of Servers	
7	CPU					
	CPU Type				No. of Cores per CPU (e.g. dual core, quad core)	
	Max No. of CPUs of above type supported in the server				No. of units in one server	
	CPU Architecture (CISC, EPIC, RISC)				Enterprise level CISC / EPIC / RISC	
	32-bit or 64-bit Architecture				32-bit / 64-bit	
	Clock speed of proposed CPU				GHz	
8	Cache Memory					
	Total Size of L1 Cache on the server				MB	
	Total Size of L2 Cache on the server				MB	
	Total Size of L3 Cache on the server				MB	
9	Main Memory					
	Size of Proposed Memory				GB	

Annexure 1.5 : EMS Server						
Sr. No	**Parameter**	**Minimum Requirement**	**Compliance for Minimum Requirements(Indicate YES/NO)**	**Tenderer's Response for end of 5th year capacity**	**Unit of Measurement**	**Details / Remarks, if any**
	Max. Memory size supported on the server				GB	
	Proposed Main Memory Type				(DDR / DDR1 / DDR2)	
	Main Memory Bus Speed				MHz	
10	I/O					
	Type of I/O Slots proposed				PCI / PCI-X / PCI-e	
	No. of slots proposed on the server				Units	
	No. of free slots				Units	
	System I/O bandwidth				GB/s	
11	Network					
	Type of Ethernet controller proposed	Full duplex 10/100/1000 Mbps			YES / NO	
	No. of Ethernet Controllers				Units	
	Dual Homing proposed	YES			YES / NO	
12	HBA (if applicable for this server)					
	Type of HBA controller proposed	Full duplex 2Gbps Fibre Channel			YES / NO	
	No. of HBA Controllers				Units	
	Dual Homing proposed	YES			YES / NO	
13	Disk Controller					
	Type of RAID controller proposed	Ultra 320 SCSI / SAS				
	RAID protection type proposed	Hardware RAID 1				
	RAID protection types supported				RAID 0 / RAID 1 / RAID 1+0 / RAID 5	
	No. of Raid Controller proposed				Units	
	As per requirement Applicable internally or externally				Internal / External	
	Proposed size of battery backed cache				MB	
14	Internal Disks					
	Type of disk proposed	Ultra 320 SCSI / SAS				
	Disk capacity	146 GB			GB	
	Disk Speed				RPM	

Annexure 1.5 : EMS Server						
Sr. No	**Parameter**	**Minimum Requirement**	**Compliance for Minimum Requirements(Indicate YES/NO)**	**Tenderer's Response for end of 5th year capacity**	**Unit of Measurement**	**Details / Remarks, if any**
	No of disks proposed				Units	
	Are Proposed Disks Hot Swappable?	YES			YES / NO	
	As per requirement Applicable internally or externally				Internal / External	
	Max. no. of Disks supported in the proposed server					
15	CD / DVD Drive					
	Optical Drive Proposed	DVD-ROM				
	Capability of all types of CD / DVD	YES			YES / NO	
	Drive Speed Proposed				X	
	No. of drives proposed	1				
	As per requirement Applicable internally or externally				Internal / External	
	Is drive writeable / re-writeable?	NO			YES / NO	
16	Power Supply					
	Hot Swappable Power supply proposed	YES			YES / NO	
	Redundant power supply proposed	YES			YES / NO	
17	Operating System					
	Operating Systems proposed on this server					
	Operating Systems supported on this server					
18	Any other software proposed such as database, application, etc.				Provide details	
19	Estimated Ratings of server **for proposed configurarion**					
	tpmC				Units	
	Applicable SPEC rating				Units	
20	Other					
	Rack Mountable				YES / NO	
	Automatic Server Recovery				YES / NO	
	NIC load balancing support				YES / NO	

Annexure 1.5 : EMS Server						
Sr. No	**Parameter**	**Minimum Requirement**	**Compliance for Minimum Requirements(Indicate YES/NO)**	**Tenderer's Response for end of 5th year capacity**	**Unit of Measurement**	**Details / Remarks, if any**
21	Weight				Kg	
22	Dimension				HxWxD(mm)	
23	Heat Dissipation				BTU/hr	
24	Power Requirement				KVA	
25	Support Symmetric Multiprocessing (SMP) Architecture	YES			YES / NO	

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Annexure 1.6 : Anti Virus Server

Sr. No	Parameter	Minimum Requirements	Compliance for Minimum Requirements(Indicate YES/NO)	Tenderer's Response for end of 5th year capacity	Unit of Measurement	Details / Remarks, if any
1	Server			Server shall be of enterprise level which can be virtualized to include multiple servers within the same server	The offered system should be high class Datacenter class servers with redundancy / N+1 features built in at every level like disk , memory , power supplies , cooling etc.	
2	Make					
3	Model					
4	Form Factor				1U / 2U, etc --The server shall be of 1 U / 2U form factor/Self Frame/Chasis	
5	Quantity (DC)				No. of Servers	
6	Quantity (DR Site)	-NA-			No. of Servers	
7	CPU					
	CPU Type				No. of Cores per CPU (e.g. dual core, quad core)	
	Max No. of CPUs of above type supported in the server				No. of units in one server	
	CPU Architecture (CISC, EPIC, RISC)				Enterprise level CISC / EPIC / RISC	
	32-bit or 64-bit Architecture				32-bit / 64-bit	
	Clock speed of proposed CPU				GHz	
8	Cache Memory					
	Total Size of L1 Cache on the server				MB	
	Total Size of L2 Cache on the server				MB	
	Total Size of L3 Cache on the server				MB	
9	Main Memory					

Annexure 1.6 : Anti Virus Server						
Sr. No	**Parameter**	**Minimum Requirements**	**Compliance for Minimum Requirements(Indicate YES/NO)**	**Tenderer's Response for end of 5th year capacity**	**Unit of Measurement**	**Details / Remarks, if any**
	Size of Proposed Memory				GB	
	Max. Memory size supported on the server				GB	
	Proposed Main Memory Type				(DDR / DDR1 / DDR2)	
	Main Memory Bus Speed				MHz	
10	I/O					
	Type of I/O Slots proposed				PCI / PCI-X / PCI-e	
	No. of slots proposed on the server				Units	
	No. of free slots				Units	
	System I/O bandwidth				GB/s	
11	Network					
	Type of Ethernet controller proposed	Full duplex 10/100/1000 Mbps			YES / NO	
	No. of Ethernet Controllers proposed				Units	
	Dual Homing proposed	YES			YES / NO	
12	HBA (if applicable for this server)					
	Type of HBA controller proposed	Full duplex 2Gbps Fibre Channel			YES / NO	
	No. of HBA Controllers proposed				Units	
	Dual Homing proposed	YES			YES / NO	
13	Disk Controller					
	Type of RAID controller proposed	Ultra 320 SCSI / SAS				
	RAID protection type proposed	Hardware RAID 1				
	RAID protection types supported				RAID 0 / RAID 1 / RAID 1+0 / RAID 5	
	No. of Raid Controller proposed				Units	
	As per requirement Applicable internally or externally				Internal / External	

Annexure 1.6 : Anti Virus Server						
Sr. No	**Parameter**	**Minimum Requirements**	**Compliance for Minimum Requirements(Indicate YES/NO)**	**Tenderer's Response for end of 5th year capacity**	**Unit of Measurement**	**Details / Remarks, if any**
	Proposed size of battery backed cache				MB	
14	Internal Disks					
	Type of disk proposed	Ultra 320 SCSI / SAS				
	Disk capacity	146 GB			GB	
	Disk Speed				RPM	
	No of disks proposed				Units	
	Are Proposed Disks Hot Swappable?	YES			YES / NO	
	As per requirement Applicable internally or externally				Internal / External	
	Max. no. of Disks supported in the proposed server					
15	CD / DVD Drive					
	Optical Drive Proposed	DVD-ROM				
	Capability of all types of CD / DVD	YES			YES / NO	
	Drive Speed Proposed				X	
	No. of drives proposed	1				
	As per requirement Applicable internally or externally				Internal / External	
	Is drive writeable / re-writeable?	NO			YES / NO	
16	Power Supply					
	Hot Swappable Power supply	YES			YES / NO	
	Redundant power supply proposed	YES			YES / NO	
17	Operating System					
	Operating Systems proposed on this server					
	Operating Systems supported on this server					

Annexure 1.6 : Anti Virus Server						
Sr. No	**Parameter**	**Minimum Requirements**	**Compliance for Minimum Requirements(Indicate YES/NO)**	**Tenderer's Response for end of 5th year capacity**	**Unit of Measurement**	**Details / Remarks, if any**
18	Any other software proposed such as database, application, etc.				Provide details	
19	Estimated Ratings of server **for proposed configurarion**					
	tpmC				Units	
	Applicable SPEC rating				Units	
20	Other					
	Rack Mountable				YES / NO	
	Automatic Server Recovery				YES / NO	
	NIC load balancing support				YES / NO	
21	Compliance to Workload Estimation - Annexure B for the minimum sizing considerations	YES			YES / NO	
22	Weight				Kg	
23	Dimension				HxWxD(mm)	
24	Heat Dissipation				BTU/hr	
25	Power Requirement				KVA	
26	Support Symmetric Multiprocessing (SMP) Architecture	YES			YES / NO	
27	Virtualization should be possible at the hardware and software level				YES / NO	
28	Server should have redundancy built into the box by way of sparing for CPU, Memory, I/O,etc or Additional server has to be proposed for each server proposed				YES / NO	
29	System should be able to run at over 90% utilization with no degradation in response time				YES / NO	

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Annexure 1.7 : Mail Server

Sr. No	Parameter	Tenderer's Response for end of 5th year capacity	Unit of Measurement	Details / Remarks, if any
1	Server	Server shall be of enterprise level which can be virtualized to include multiple servers within the same server	The offered system should be high class Datacenter class servers with redundancy / N+1 features built in at every level like disk , memory , power	
2	Make			
3	Model			
4	Form Factor		1U / 2U, etc --The server shall be of 1 U / 2U form factor/Self Frame/Chasis	
5	Quantity (DC)		No. of Servers	
6	Quantity (DR Site)		No. of Servers	
7	CPU			
	CPU Type		No. of Cores per CPU (e.g. dual core, quad core)	
	Max No. of CPUs of above type supported in the server		No. of units in one server	
	CPU Architecture (CISC, EPIC, RISC)		Enterprise level CISC / EPIC / RISC	
	32-bit or 64-bit Architecture		32-bit / 64-bit	
	Clock speed of proposed CPU		GHz	
8	Cache Memory			
	Total Size of L1 Cache on the server		MB	
	Total Size of L2 Cache on the server		MB	
	Total Size of L3 Cache on the server		MB	
9	Main Memory			
	Size of Proposed Memory		GB	
	Max. Memory size supported on the server		GB	
	Proposed Main Memory Type		(DDR / DDR1 / DDR2)	
	Main Memory Bus Speed		MHz	
10	I/O			
	Type of I/O Slots		PCI / PCI-X / PCI-e	
	No. of slots proposed on the server		Units	

Annexure 1.7 : Mail Server				
Sr. No	**Parameter**	**Tenderer's Response for end of 5th year capacity**	**Unit of Measurement**	**Details / Remarks, if any**
	No. of free slots		Units	
	System I/O bandwidth		GB/s	
11	Network			
	Type of Ethernet controller proposed		YES / NO	
	No. of Ethernet Controllers proposed		Units	
	Dual Homing proposed		YES / NO	
12	HBA (if applicable for this server)			
	Type of HBA controller proposed		YES / NO	
	No. of HBA Controllers proposed		Units	
	Dual Homing proposed		YES / NO	
13	Disk Controller			
	Type of RAID controller proposed			
	RAID protection type proposed			
	RAID protection types supported		RAID 0 / RAID 1 / RAID 1+0 / RAID 5	
	No. of Raid Controller proposed		Units	
	As per requirement Applicable internally or externally		Internal / External	
	Proposed size of battery backed cache		MB	
14	Internal Disks			
	Type of disk proposed			
	Disk capacity		GB	
	Disk Speed		RPM	
	No of disks proposed		Units	
	Are Proposed Disks Hot Swappable?		YES / NO	
	As per requirement Applicable internally or externally		Internal / External	
	Max. no. of Disks supported in the proposed server			
15	CD / DVD Drive			
	Optical Drive Proposed			
	Capability of all types of CD / DVD		YES / NO	
	Drive Speed Proposed		X	
	No. of drives proposed			
	As per requirement Applicable internally or externally		Internal / External	
	Is drive writeable / re-writeable?		YES / NO	

Annexure 1.7 : Mail Server				
Sr. No	**Parameter**	**Tenderer's Response for end of 5th year capacity**	**Unit of Measurement**	**Details / Remarks, if any**
16	Power Supply			
	Hot Swappable Power supply proposed		YES / NO	
	Redundant power supply proposed		YES / NO	
17	Operating System			
	Operating Systems proposed on this server			
	Operating Systems supported on this server			
18	Any other software proposed such as database, application, etc.		Provide details	
19	Estimated Ratings of server **for proposed configurarion**			
	tpmC		Units	
	Applicable SPEC rating		Units	
20	Other			
	Rack Mountable		YES / NO	
	Automatic Server Recovery		YES / NO	
	NIC load balancing		YES / NO	
21	Weight		Kg	
22	Dimension		HxWxD(mm)	
23	Heat Dissipation		BTU/hr	
24	Power Requirement		KVA	
25	Support Symmetric Multiprocessing (SMP) Architecture		YES / NO	
26	Virtualization should be possible at the hardware and software level		YES / NO	
27	Server should have redundancy built into the box by way of sparing for CPU, Memory, I/O,etc or Additional server has to be proposed for each server proposed		YES / NO	
28	System should be able to run at over 90% utilization with no degradation in response time		YES / NO	

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Annexure 1.8 : Authentication Server

Sr. No	Parameter	Tenderer's Response for end of 5th year capacity	Unit of Measurement	Details / Remarks, if any
1	Server	Server shall be of enterprise level which can be virtualized to include multiple servers within the same server	The offered system should be high class Datacenter class servers with redundancy / N+1 features built in at every level like disk , memory , power supplies , cooling etc.	
2	Make			
3	Model			
4	Form Factor		1U / 2U, etc --The server shall be of 1 U / 2U form factor/Self Frame/Chasis	
5	Quantity (DC)		No. of Servers	
6	Quantity (DR Site)		No. of Servers	
7	CPU			
	CPU Type		No. of Cores per CPU (e.g. dual core, quad core)	
	Max No. of CPUs of above type supported in the server		No. of units in one server	
	CPU Architecture (CISC, EPIC, RISC)		Enterprise level CISC / EPIC / RISC	
	32-bit or 64-bit Architecture		32-bit / 64-bit	
	Clock speed of proposed CPU		GHz	
7	Cache Memory			
	Total Size of L1 Cache on the server		MB	
	Total Size of L2 Cache on the server		MB	
	Total Size of L3 Cache on the server		MB	
8	Main Memory			
	Size of Proposed Memory		GB	
	Max. Memory size supported on the server		GB	
	Proposed Main Memory Type		(DDR / DDR1 / DDR2)	
	Main Memory Bus Speed		MHz	
9	I/O			
	Type of I/O Slots proposed		PCI / PCI-X / PCI-e	
	No. of slots proposed on the server		Units	
	No. of free slots		Units	
	System I/O bandwidth		GB/s	
10	Network			
	Type of Ethernet controller proposed		YES / NO	

Annexure 1.8 : Authentication Server				
Sr. No	**Parameter**	**Tenderer's Response for end of 5th year capacity**	**Unit of Measurement**	**Details / Remarks, if any**
	No. of Ethernet Controllers proposed		Units	
	Dual Homing proposed		YES / NO	
11	HBA (if applicable for this			
	Type of HBA controller proposed		YES / NO	
	No. of HBA Controllers proposed		Units	
	Dual Homing proposed		YES / NO	
12	Disk Controller			
	Type of RAID controller proposed			
	RAID protection type proposed			
	RAID protection types supported		RAID 0 / RAID 1 / RAID 1+0 / RAID 5	
	No. of Raid Controller proposed		Units	
	As per requirement Applicable internally or externally		Internal / External	
	Proposed size of battery backed cache		MB	
13	Internal Disks			
	Type of disk proposed			
	Disk capacity		GB	
	Disk Speed		RPM	
	No of disks proposed		Units	
	Are Proposed Disks Hot Swappable?		YES / NO	
	As per requirement Applicable internally or externally		Internal / External	
	Max. no. of Disks supported in the proposed server			
14	CD / DVD Drive			
	Optical Drive Proposed			
	Capability of all types of CD / DVD		YES / NO	
	Drive Speed Proposed		X	
	No. of drives proposed			
	As per requirement Applicable internally or externally		Internal / External	
	Is drive writeable / re-writeable?		YES / NO	
15	Power Supply			
	Hot Swappable Power supply proposed		YES / NO	
	Redundant power supply proposed		YES / NO	
16	Operating System			
	Operating Systems proposed on this server			
	Operating Systems supported on this server			

Annexure 1.8 : Authentication Server				
Sr. No	**Parameter**	**Tenderer's Response for end of 5th year capacity**	**Unit of Measurement**	**Details / Remarks, if any**
17	Maintain RADIUS or TACACS+ protocols for centralized management of authentication data such as usernames and passwords		YES / NO	
18	Any other software proposed such as database, application, etc.		Provide details	
19	Estimated Ratings of server **for proposed configurarion**			
	tpmC		Units	
	Applicable SPEC rating		Units	
20	Other			
	Rack Mountable		YES / NO	
	Automatic Server Recovery		YES / NO	
	NIC load balancing support		YES / NO	
21	Weight		Kg	
22	Dimension		HxWxD(mm)	
23	Heat Dissipation		BTU/hr	
24	Power Requirement		KVA	
25	Support Symmetric Multiprocessing (SMP) Architecture		YES / NO	

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Annexure 1.9 : Syslog Server

Sr. No	Parameter	Tenderer's Response for end of 5th year capacity	Unit of Measurement	Details / Remarks, if any
1	Server	Server shall be of enterprise level which can be virtualized to include multiple servers within the same server	The offered system should be high class Datacenter class servers with redundancy / N+1 features built in at every level like disk , memory , power supplies , cooling etc.	
2	Make			
3	Model			
4	Form Factor		1U / 2U, etc --The server shall be of 1 U / 2U form factor/Self Frame/Chasis	
5	Quantity (DC)		No. of Servers	
6	Quantity (DR Site)		No. of Servers	
7	CPU			
	CPU Type		No. of Cores per CPU (e.g. dual core, quad core)	
	Max No. of CPUs of above type supported in the server		No. of units in one server	
	CPU Architecture (CISC, EPIC, RISC)		Enterprise level CISC / EPIC / RISC	
	32-bit or 64-bit Architecture		32-bit / 64-bit	
	Clock speed of proposed CPU		GHz	
8	Cache Memory			
	Total Size of L1 Cache on the server		MB	
	Total Size of L2 Cache on the server		MB	
	Total Size of L3 Cache on the server		MB	
9	Main Memory			
	Size of Proposed Memory		GB	
	Max. Memory size supported on the server		GB	
	Proposed Main Memory Type		(DDR / DDR1 / DDR2)	
	Main Memory Bus Speed		MHz	
10	I/O			
	Type of I/O Slots proposed		PCI / PCI-X / PCI-e	

Annexure 1.9 : Syslog Server				
Sr. No	**Parameter**	**Tenderer's Response for end of 5th year capacity**	**Unit of Measurement**	**Details / Remarks, if any**
	No. of slots proposed on the server		Units	
	No. of free slots		Units	
	System I/O bandwidth		GB/s	
11	Network			
	Type of Ethernet controller proposed		YES / NO	
	No. of Ethernet Controllers proposed		Units	
	Dual Homing proposed		YES / NO	
12	HBA (if applicable for this server)			
	Type of HBA controller proposed		YES / NO	
	No. of HBA Controllers proposed		Units	
	Dual Homing proposed		YES / NO	
13	Disk Controller			
	Type of RAID controller proposed			
	RAID protection type proposed			
	RAID protection types supported		RAID 0 / RAID 1 / RAID 1+0 / RAID 5	
	No. of Raid Controller proposed		Units	
	As per requirement Applicable internally or externally		Internal / External	
	Proposed size of battery backed cache		MB	
14	Internal Disks			
	Type of disk proposed			
	Disk capacity		GB	
	Disk Speed		RPM	
	No of disks proposed		Units	
	Are Proposed Disks Hot Swappable?		YES / NO	
	As per requirement Applicable internally or externally		Internal / External	
	Max. no. of Disks supported in the proposed server			
15	CD / DVD Drive			
	Optical Drive Proposed			
	Capability of all types of CD / DVD		YES / NO	
	Drive Speed Proposed		X	
	No. of drives proposed			
	As per requirement Applicable internally or externally		Internal / External	

Annexure 1.9 : Syslog Server				
Sr. No	**Parameter**	**Tenderer's Response for end of 5th year capacity**	**Unit of Measurement**	**Details / Remarks, if any**
	Is drive writeable / re-writeable?		YES / NO	
16	Power Supply			
	Hot Swappable Power supply proposed		YES / NO	
	Redundant power supply proposed		YES / NO	
17	Operating System			
	Operating Systems proposed on this server			
	Operating Systems supported on this server			
18	Any other software proposed such as database, application, etc.		Provide details	
	Syslog software		YES / NO	
19	Estimated Ratings of server **for proposed configurarion**			
	tpmC		Units	
	Applicable SPEC rating		Units	
20	Other			
	Rack Mountable		YES / NO	
	Automatic Server Recovery		YES / NO	
	NIC load balancing support		YES / NO	
21	Weight		Kg	
22	Dimension		HxWxD(mm)	
23	Heat Dissipation		BTU/hr	
24	Power Requirement		KVA	
25	Support Symmetric Multiprocessing (SMP) Architecture		YES / NO	

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Annexure 1.10 : Server for Backup

Sr. No	Parameter	Tenderer's Response for end of 5th year capacity	Unit of Measurement	Details / Remarks, if any
1	Server	Server shall be of enterprise level which can be virtualized to include multiple servers within the same server	The offered system should be high class Datacenter class servers with redundancy / N+1 features built in at every level like disk , memory , power supplies , cooling etc.	
2	Make			
3	Model			
4	Form Factor		1U / 2U, etc --The server shall be of 1 U / 2U form factor/Self Frame/Chasis	
5	Quantity (DC)		No. of Servers	
6	Quantity (DR Site)		No. of Servers	
7	CPU			
	CPU Type		No. of Cores per CPU (e.g. dual core, quad core)	
	Max No. of CPUs of above type supported in the server		No. of units in one server	
	CPU Architecture (CISC, EPIC, RISC)		Enterprise level CISC / EPIC / RISC	
	32-bit or 64-bit Architecture		32-bit / 64-bit	
	Clock speed of proposed		GHz	
8	Cache Memory			
	Total Size of L1 Cache on the server		MB	
	Total Size of L2 Cache on the server		MB	
	Total Size of L3 Cache on the server		MB	
9	Main Memory			
	Size of Proposed Memory		GB	
	Max. Memory size supported on the server		GB	
	Proposed Main Memory Type		(DDR / DDR1 / DDR2)	
	Main Memory Bus Speed		MHz	
10	I/O			
	Type of I/O Slots proposed		PCI / PCI-X / PCI-e	
	No. of slots proposed on the server		Units	
	No. of free slots		Units	
	System I/O bandwidth		GB/s	
11	Network			
	Type of Ethernet controller proposed		YES / NO	

Annexure 1.10 : Server for Backup				
Sr. No	**Parameter**	**Tenderer's Response for end of 5th year capacity**	**Unit of Measurement**	**Details / Remarks, if any**
	No. of Ethernet Controllers proposed		Units	
	Dual Homing proposed		YES / NO	
12	HBA (if applicable for this server)			
	Type of HBA controller proposed		YES / NO	
	No. of HBA Controllers proposed		Units	
	Dual Homing proposed		YES / NO	
13	Disk Controller			
	Type of RAID controller proposed			
	RAID protection type proposed			
	RAID protection types supported		RAID 0 / RAID 1 / RAID 1+0 / RAID 5	
	No. of Raid Controller proposed		Units	
	As per requirement Applicable internally or		Internal / External	
	Proposed size of battery backed cache		MB	
14	Internal Disks			
	Type of disk proposed			
	Disk capacity		GB	
	Disk Speed		RPM	
	No of disks proposed		Units	
	Are Proposed Disks Hot Swappable?		YES / NO	
	As per requirement Applicable internally or		Internal / External	
	Max. no. of Disks supported in the proposed server			
15	DVD			
	Optical Drive Proposed			
	Capability of reading all types of CD / DVD		YES / NO	
	Drive Speed Proposed		X	
	No. of drives proposed			
	As per requirement Applicable internally or		Internal / External	
	Is drive writeable / re-writeable with write compatibility for different		YES / NO	
16	DAT			
	Drive Model			
	Capacity of Drive (Uncompressed)			
	Capacity of Drive (Compressed)			
	Speed of drive (Uncompressed)			

Annexure 1.10 : Server for Backup				
Sr. No	**Parameter**	**Tenderer's Response for end of 5th year capacity**	**Unit of Measurement**	**Details / Remarks, if any**
	Speed of drive (Compressed)			
	No. of drives proposed			
	Controller Type			
	Format Compatibility			
	DDS-1			
	DDS-2			
	DDS-3			
	DDS-4			
17	DLT Drive			
	Drive Model			
	Capacity of Drive (Uncompressed)			
	Capacity of Drive (Compressed)			
	Speed of drive (Uncompressed)			
	Speed of drive (Compressed)			
	No. of drives proposed			
	Controller Type			
	Compatibility for various media formats such as SDLT, DLT IV			
18	Power Supply			
	Hot Swappable Power supply proposed		YES / NO	
	Redundant power supply proposed		YES / NO	
19	Operating System			
	Operating Systems proposed on this server			
	Operating Systems supported on this server			
20	Any other software proposed such as database, application, etc.		Provide details	
	Backup software		YES / NO	
21	Estimated Ratings of server **for proposed configurarion**			
	tpmC		Units	
	Applicable SPEC rating		Units	
22	Other			
	Rack Mountable		YES / NO	
	Automatic Server Recovery		YES / NO	
	NIC load balancing support		YES / NO	
23	Weight		Kg	
24	Dimension		HxWxD(mm)	
25	Heat Dissipation		BTU/hr	
26	Power Requirement		KVA	
27	Support Symmetric Multiprocessing (SMP) Architecture		YES / NO	

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Annexure 1.11 : 19" 42 U Rack with LAN Cabling

Sr. No	Parameter	Minimum Requirement	Compliance for Minimum Requirements (indicate YES/NO)
1		19" 42U racks should be mounted on the floor with castor wheels with brakes (set of 4 per rack)	
2		Floor Standing Server Rack - 42U with Heavy Duty Extruded Aluminum Frame for rigidity. Top cover with FHU provision. Top & Bottom cover with cable entry gland plates. Heavy Duty Top and Bottom frame of MS. Two pairs of 19" mounting angles with 'U' marking. Depth support channels - 3 pairs with an overall weight carrying Capacity of 500 Kgs.	
3		The racks should conform to EIA-310 Standard for Cabinets, Racks, Panels and Associated Equipment and accommodate industry standard 19" rack mount equipment.	
4		Front and Back doors should be perforated with atleast 63% or higher perforations.	
5		All racks should be OEM racks with Adjustable mounting depth, Multi-operator component compatibility, Numbered U positions, Powder coat paint finish and Protective grounding provisions.	
6		from 4 U to 5 U size	
7		Keyboard Tray with BB Slides (Rotary Type) (1 no. per Rack)	
8		Stationery Shelf 627mm Network (2 sets per Rack)	
9		All racks must be lockable on all sides with unique key for each rack	
10		Racks should be compatible with floor-throw as well as top-throw data centre cooling systems.	
11		access	
12	Wire managers	Two vertical and four horizontal	
13	Power distribution Unit	Vertically Mounted, 32AMPs with 25 Power Outputs. (20 Power outs of IEC 320 C13 Sockets & 5 Power outs of 5/15Amp Sockets), Electronically controlled circuits for Surge & Spike protection, LED readout for the total current being drawn from the channel, 32AMPS MCB, 5 KVA isolated input to Ground & Output to Ground	
14	Door	The racks must have steel (solid / grill / mesh) front / rear doors and side panels. Racks should NOT have glass doors / panels. Both the front and rear doors should be designed with quick release hinges allowing for quick and easy detachment without the use of tools.	
15	Fan Trays	Fan 90CFM 230V AC, 4" dia (4 Nos. per Rack) Fan Housing Unit 4 Fan Position (Top Mounted) (1 no. per Rack) - Monitored - Thermostat based - The Fans should switch on based on the Temperature within the rack. The temperature setting should be factory settable. This unit should also include - humidity & temperature sensor	
16	Metal	Aluminum extruded profile	
17	Side Panel	Detachable side panels (set of 2 per Rack)	
18	Width	19" equipment mounting, extra width is recommended for managing voluminous cables	
19	Jacket Panel	Should have a 24 port modular/ discrete patch panel Ports should be individually replaceable and consistent port-to-port performance Should confirm or exceed TIA/EIA-568-B.2-1 and IEC 60603-7-4 standards requirements for CAT 6 Metallic high strengths and 1U height Should be UL listed	
20	IO	Should confirm or exceed TIA/EIA-568-B.2-1 and IEC 60603-7-4 standards requirements for CAT 6 Durability: 750 mating cycles on modular jack and 200 termination cycles on 110 block	
21	UTP Cable		
	Type	UTP, Cat 6, ANSI/TIA/EIA 568-B.2-1 The cable jacket shall comply with Article 800 NEC for use as a non-plenum cable. The 4 pair UTP cable shall be UL□ and c (UL□) Listed Type CM.	
	Conductors	4 pair 23 / 24 AWG Copper with pair separator for uniform characteristic impedance	
	Insulation	Polyethylene/Polyolefin Thickness 0.22 ± 0.03mm	
	Operating temperature	-20 to +60 Deg. C	
	Jacket	Flame Retardant PVC	
	Approvals	UL Listed	
	Frequency Tested Upto	100 MHz>=250 MHz	
	Delay Skew	25ns-45ns / 100m Max	
	Impedance	100 Ω ± 6 Ω	
	Performance characteristics to be provided along with bid	Attenuation, Pair-to-pair and Powersum NEXT, ELFEXT and PS ELFEXT, Return Loss and Delay skew tested for 100m channel as well as 90m Permanent Link	

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Annexure 1.11 : IP Based KVM Switch

Sr. No	Parameter	Minimum Requirement	Compliance for Minimum Requirements (indicate YES/NO)
1	Port	Minimum of 16 ports scalable and upgradeable	
2	User Support	Support 2 remote users and 1 user at the rack	
3	Remote Access	Take control of servers at BIOS level Facilitate both in-band and out-of band access Integrate with power strips, so as to be able to reset power of the remote device at port level Remote access of both servers and serial devices such as routers (through same or different appliances) Facility to integrate with secure management Gigabit Ethernet ports Virtual Media Support of multiple media including 'ISO image' files	
4	Rack Mountable LCD Monitor with In-built Keyboard & Mouse	19 inch rack mountable design KVM access over IP Browser based management available at both remote and local (supported browser = Internet Explorer for MS Window, Firefox for MS Window and Linux) Support for resolution of 1600*1200 or above Single window access to all equipment Equipment access logs and event history and send email alerts based on log details as triggers Logging should be centralized in one syslog server Absolute mouse synchronization	

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Annexure 2.1 : SAN Storage Array

Sr. No	Parameter	Tenderer's Response for end of 5th year capacity	Unit of Measurement	Details / Remarks, if any
1	Make			
2	Model			
3	Form Factor		1U / 2U, etc	
4	Quantity (DC)		Quantity	
5	Quantity (DR Site)		Quantity	
6	Raw disk capacity of proposed SAN storage array with 146 GB disks		TB	
7	Max. overall capacity of storage array considering 146 GB disks and with full expansion of cabinets (specify max. no of cabinets)		TB; No. of Cabinets	
9	Disk Sub-system			
	Disk spindle type		YES / NO	
	Capacity of each disk drive		GB	
	Disk speed		RPM	
	Total number of disks proposed		Units	
	Support for Global hot spare disks		YES / NO	
	No. of Global hot spare disks proposed		Units	
	Average Seek Time of the proposed Hard Disks (in Millisecond)		ms	
	Average latency of proposed hard Disks (in Millisecond)		ms	
	Capacity / speed of disks supported on the system		GB @ RPM	
	Are Proposed Disks Hot Swappable?		YES / NO	
	Capability for storage expansion without downtime		YES / NO	
10	Controllers			
	No. of backend controllers proposed		Units	
	Max. no. of backend controllers supported on the system		Units	
	Are backend controllers configured for high-availability		YES / NO	
	No. of front-end controllers proposed		Units	
	Max. no. of front-end controllers supported on the system		Units	
	Are front-end controllers configured for high-availability		YES / NO	
	Hardware based storage RAID controller		YES / NO	
	Hot swappable controller cards?		YES / NO	
	Type of RAID protection supported		RAID 0, 1, 5, 1+0	
	No. of FC host ports proposed		Units	
	Throughput of each FC port		Gbps	

Annexure 2.1 : SAN Storage Array				
Sr. No	**Parameter**	**Tenderer's Response for end of 5th year capacity**	**Unit of Measurement**	**Details / Remarks, if any**
	Max. No of FC Host ports supported on the system		Units	
	Storage system end-to-end bandwidth from FC host port to backend disk		Gbps	
11	FC-AL loop			
	No. of FC-AL loops proposed		Units	
	Max. no. of FC-AL loops supported in the storage system		Units	
	No. of disks proposed per FC-AL loop		Units	
	Max. No. of disks supported per FC-AL loop		Units	
	Bandwidth of FC-AL loop		Gbps	
12	Cache			
	Whether Data & Control Cache are separate		YES / NO	
	Type of proposed Data Cache		ECC / Non-ECC	
	Proposed Data Cache		GB	
	Proposed Control Cache		GB	
	Max. Data Cache supported on system		GB	
	Max. Control Cache supported on system		GB	
	Data Cache Bandwidth		GB/s	
	Is Battery backup available for Data cache?		YES / NO	
	If so, what is the duration for which it is available?		Hrs	
	Is the battery hot swappable?		YES / NO	
	Can cache be allocated separately according to volumes?		YES / NO	
	Mechanism for ensuring data protection in case of power failure		YES / NO	
13	Support for point in time copy / business copy volume for backup and remote replication of data		YES / NO	
14	Support for storage-to-storage replication in both synchronous and asynchronous modes		YES / NO	
15	Storage system compatible with proposed FC-IP router		YES / NO	
16	Support for non-disruptive online upgrade of firmware without reboot		YES / NO	
17	Power Supply			
	Hot Swappable Power supply proposed		YES / NO	
	Redundant power supply proposed		YES / NO	
	Dual AC input proposed		YES / NO	
18	Support for heterogeneous multi-host connectivity, for various flavours of Operating Systems		OS Names (e.g. Sun Solaris, IBM AIX, HP-UX, Linux, Windows, etc.)	
19	Estimated ratings			
	Random IOPS Read (from cache)		IOPS	
	Any other Ratings		IOPS	
20	NAS Functionality			

Annexure 2.1 : SAN Storage Array				
Sr. No	**Parameter**	**Tenderer's Response for end of 5th year capacity**	**Unit of Measurement**	**Details / Remarks, if any**
	Support for NAS functionality with the storage system		YES / NO	
	Provisioning of SAN and NAS volumes on the back-end disks of the storage system		YES / NO	
	Mechanism for provisioning NAS functionality on the storage system (provide details)		Natively integrated, External NAS Gateway / Header	
	NAS functionality configured for high availability		YES / NO	
	No of Gigabit Ethernet ports proposed for NAS connectivity		Units	
	Support for protocols such as NFS, FTP, CIFS, etc.		YES / NO	
21	Storage Management Software			
	Product Name			
	Version			
	No. of Licenses (DC)			
	Server			
	Processor			
	Client			
	Client Access License			
	Other 1			
	Other 2			
	No. of Licenses (DR Site)			
	Server			
	Processor			
	Client			
	Client Access License			
	Other 1			
	Other 2			
	Should provide easy to use GUI features		YES / NO	
	Support for visual display of the storage system in an user-friendly manner and have the capability to identify, select and manage physical components of storage system		YES / NO	
	Support configuration of parameters, volume allocation, storage reconfiguration, cache management, reallocation of capacity		YES / NO	
	Support monitoring, analyzing and tuning performance of the storage system		YES / NO	

Annexure 2.1 : SAN Storage Array				
Sr. No	**Parameter**	**Tenderer's Response for end of 5th year capacity**	**Unit of Measurement**	**Details / Remarks, if any**
	Support automatic path failover and dynamic recovery and software should be able to monitor all the paths that are configured		YES / NO	
	Support capability to define, configure, add, delete and reassign LUN to specific paths		YES / NO	
	Support creation of various reports / logs for troubleshooting and performance monitoring of the storage system		YES / NO	
22	Replication Software			
	Product Name			
	Version			
	No. of Licenses (DC)			
	Server			
	Processor			
	Client			
	Client Access License			
	Other 1			
	Other 2			
	No. of Licenses (DR Site)			
	Server			
	Processor			
	Client			
	Client Access License			
	Other 1			
	Other 2			
	Compatibility with proposed FC-IP Router		YES / NO	
	Compatible with storage proposed		YES / NO	
	Support both synchronous and asynchronous replication modes		YES / NO	
	Compatible with the proposed database		YES / NO	
23	Compliance to Workload Estimation - Annexure B for the minimum sizing considerations		YES / NO	
24	Weight		Kg	
25	Dimension		HxWxD(mm)	
26	Heat Dissipation		BTU/hr	
27	Power Requirement		KVA	

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Annexure 2.2 : Tape Library

Sr. No	Parameter	Tenderer's Response for end of 5th year capacity	Unit of Measurement	Details / Remarks, if any
1	Make			
2	Model			
3	Form Factor		1U / 2U, etc	
4	Quantity (DC)		Quantity	
5	Quantity (DR Site)		Quantity	
6	Tape Drives			
	Type of tape drive proposed			
	Backward read compatibility of media		YES / NO	
	Sustained Data Transfer Rate (without compression)		MB/s	
	Sustained Data Transfer Rate (with compression)		MB/s	
	Size of Tape Storage (without compression)		GB	
	Size of Tape Storage (without compression)		GB	
	Hot Swappable Tape drive proposed		YES / NO	
	Hot Swappable Controller cards proposed		YES / NO	
	Average cartridge swap time		sec	
	Tape Load time		sec	
	Average File Access Time		ms	
7	Tape Library			
	No. of drives proposed			
	Max. No. of drives supported in the tape library			
	Scalability provisioned for tape drives			
	No. of Media slots proposed in the library			
	Max. No. of media slots supported in the library			
	Scalability provisioned for media slots			
	No. of Fibre Channel ports proposed with this library		Units	

Annexure 2.2 : Tape Library				
Sr. No	**Parameter**	**Tenderer's Response for end of 5th year capacity**	**Unit of Measurement**	**Details / Remarks, if any**
	Max. No. of Fibre Channel ports supported with this library		Units	
	No. of FC ports		Units	
8	Protocol Supported			
			YES / NO	
			YES / NO	
			YES / NO	
9	Power Supply			
	Hot Swappable Power supply proposed		YES / NO	
	Redundant power supply proposed		YES / NO	
	Dual AC input proposed		YES / NO	
10	Performance Parameters			
	Average Cartridge Swap Time		ms	
	Tape Load time		ms	
	Average File Access Time		ms	
	Startup Boot Time		min	
11	Support for NDMP for taking backup of NAS over LAN		YES / NO	
12	Support for multiple hosts running various flavours of OS		YES / NO	
13	Capability for providing end-to-end 2 Gbps throughput in full duplex mode.		YES / NO	
14	Separate and dedicated control and data paths		YES / NO	
15	Media & Accessories		Hours	
	No. of tape media proposed		Units	
	Size of tape media (uncompressed)		Units	
	Size of tape media (compressed)		Units	
	No. of tape labels proposed		Units	
16	Provisioning of Bar-Code Reader within the Tape Library & integration with proposed Media Management Software		YES / NO	
17	Support for automatic self discovery of tape drives		YES / NO	
18	Compliance to Workload Estimation - Annexure B for the minimum sizing considerations		YES / NO	
19	Weight		Kg	
20	Dimension		HxWxD(mm)	
21	Heat Dissipation		BTU/hr	

Annexure 2.2 : Tape Library				
Sr. No	**Parameter**	**Tenderer's Response for end of 5th year capacity**	**Unit of Measurement**	**Details / Remarks, if any**
22	Power Requirement		KVA	

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Annexure 3.1 : Load Balancer

Sr. No	Parameter	Tenderer's Response for end of 5th year capacity	Unit of Measurement	Details / Remarks, if any
1	Make			
2	Model			
3	Form Factor		1U / 2U, etc	
4	Quantity (DC)		Quantity	
5	Quantity (DR Site)		Quantity	
6	Type of Load Balancer			
7	Processor			
	No. of Processors			
8	Ports			
	No. of Gbps ports			
	No. of 100 Mbps ports			
9	Virtual IP Redundancy		YES / NO	
10	Performance Parameters			
	Throughput		Gbps	
	No. of sessions per sec		Sessions / sec	
	No. of concurrent sessions supported		Sessions	
	No. of SSL connections per sec		Sessions / sec	
	SSL Bulk encryption rate		Mbps	
11	Security Features		Such as Security protocols SSL 3.0 and Transport Layer Security (TLS) 1.0, support for Rivest, Shamir, Adelman (RSA), Digital Encryption Standard (DES), Triple DES (3DES) and RC4, Encryption (3DES) of certificates and keys in configuration file	
12	URL Rewrite		YES / NO	
13	Full URL parsing		YES / NO	
14	Full and transparent proxy modes		YES / NO	
15	Integrated global load balancing with HTTP and DNS-based redirection		YES / NO	
16	Policy-based flow setup and flow forwarding		YES / NO	
17	Content fast switching and forwarding		YES / NO	

Annexure 3.1 : Load Balancer				
Sr. No	**Parameter**	**Tenderer's Response for end of 5th year capacity**	**Unit of Measurement**	**Details / Remarks, if any**
18	Support security policies based on any combination of source address, destination address, protocol, TCP port, or URL		YES / NO	
19	Support Network Address Translation (NAT)		YES / NO	
20	Session awareness based on Cookies, URL parameters, session keys		YES / NO	
21	Capability of content switching based on number of user sessions, resource utilization, number of packets, number of users, application timeouts, etc.		YES / NO	
22	Power Supply			
	Hot Swappable Power supply		YES / NO	
	Redundant power supply proposed		YES / NO	
23	Compliance to Workload Estimation - Annexure B for the minimum sizing considerations		YES / NO	
24	Weight		Kg	
25	Dimension		HxWxD(mm)	
26	Heat Dissipation		BTU/hr	
27	Power Requirement		KVA	

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Annexure 3.2 : Core Router (Please fill separate sheet for each type of Core Router)

Sr. No	Parameter	Minimum Requirements	Compliance for Minimum Requirements (indicate YES/NO)	Tenderer's Response for end of 5th year capacity	Unit of Measurement	Details / Remarks, if any
1	Make					
2	Model					
3	Form Factor / Dimension				(U) / HxWxD(mm)	
4	Weight				Kg	
5	Heat Dissipation				BTU/hr	
6	Quantity				Quantity	
7	**Fiber channel ports**					
	Type	Native Full-duplex			YES / NO	
	Throughput	2 Gbps			Gbps	
	No. of ports	2			Units	
8	**IP Ports**					
	Type	Native Full-duplex			YES / NO	
	Throughput				Gbps	
	No. of ports	2			Units	
9	Routers should be configured in load balancing mode	YES			YES / NO	
10	Router should have capability to optimally compress data while transferring data on the WAN	YES			YES / NO	
11	In the event of a link failure in the router should have the capability of automatically and seamlessly rerouting traffic to an alternate route	YES			YES / NO	
12	Compatibility with proposed SAN Storage Array	YES			YES / NO	
13	Compatibility with proposed Tape Library	YES			YES / NO	
14	Compatibility with proposed Replication software	YES			YES / NO	
15	**Power Supply**					
	Hot Swappable Power supply				YES / NO	
	(N+1) redundant power supply proposed				YES / NO	
16	**Cooling Fans**					
	Hot Swappable Cooling Fans proposed				YES / NO	
	(N+1) redundant Cooling Fans proposed				YES / NO	
17	**Support**					

Annexure 3.2 : Core Router (Please fill separate sheet for each type of Core Router)						
Sr. No	**Parameter**	**Minimum Requirements**	**Compliance for Minimum Requirements (indicate YES/NO)**	**Tenderer's Response for end of 5th year capacity**	**Unit of Measurement**	**Details / Remarks, if any**
	Is the proposed product/solution **End-of-life** or will reach **End-of-life** within 24 months from the date of submission of bid or 12 months from the date of acceptance	NO			YES / NO	
	Will the proposed product/solution reach **End-of-life** during the currency of contract? If so, specify details.				YES / NO	
	Will the proposed product/solution reach **End-of-support** during the currency of	NO			YES / NO	

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Annexure 3.3 : Core LAN Switch (Please fill separate sheet for each type of Core LAN switch)

Sr. No	Parameter	Minimum Requirements	Compliance for Minimum Requirements (indicate YES/NO)	Tenderer's Response for end of 5th year capacity	Unit of Measurement	Details / Remarks, if any
1	Make					
2	Model					
3	Form Factor / Dimension				(U) / HxWxD(mm)	
4	Weight				Kg	
5	Heat Dissipation				BTU/hr	
6	Power Requirement				KVA	
10	Quantity				Quantity	
13	Product Certification				YES / NO	
14	Minimum ports	48 port modules(5 Nos) RJ 45, 10/100/1000 auto-sensing (240 ports minimum). Optical Gigabit ports-10 Nos. minimum with cable & accessories			Units	
15	Other ports	1000Base-T port or 100/1000 auto-sensing port; one console port			Units	
16	Backplane	720 Gbps			Units	
17	Throughput	400 Mpps or higher			Units	
18	Memory	DRAM- 1024 MB or higher Flash Memory- 128 MB or higher				
19	Chassis based	Managed L3 switch, non blocking architecture with stateful switchover using redundant supervisor.			YES / NO	
20	Management	SNMP v1/v2c/v3, RMON enabled, GUI, Web based interface, compatibility with network management with auto discovery. Manageability on per port basis. Network Analysis module (NAM-2 or higher) with latest Software & Management Tools for LAN Traffic monitoring. Firewall module (1 no.) in each switch with necessary management			YES / NO	
21	Routing support	IP & IPX, RIP v1&2, OSPF v2, BGP, NAT, Policy based Routing			YES / NO	

Annexure 3.3 : Core LAN Switch (Please fill separate sheet for each type of Core LAN switch)						
Sr. No	**Parameter**	**Minimum Requirements**	**Compliance for Minimum Requirements (indicate YES/NO)**	**Tenderer's Response for end of 5th year capacity**	**Unit of Measurement**	**Details / Remarks, if any**
22	Security	802.1x support, RADIUS & TACACS+ authentication, MAC address based port level filtering, IP permit list, policy based routing, NAT, Dynamic ACL, VLAN Access list, Advanced security filtering based on L2-L4 information, port based MAC address locking			YES / NO	
23	Other features to be supported	VLAN support, VTP support, Support for Voice and Video, VoIP ready, TFTP & NTP support, Compliant to Standards such as IEEE 802.1x, 802.1w, 802.1s, 802.3x, 802.1D, 802.1p, 802.1Q, 802.3, 802.3u, 802.3ab, 802.3ad, 802.3z,IPv6 routing support. Chassis should support hardware Modules like Network analysis, Server Load balancing, Firewall Module, VPN IPSec module			YES / NO	
24	High Availability Features	Switches should be quoted with redundant Supervisor/CPU/Switching fabric. The performance of the switch in Gbps & Mpps rating should not reduce upon failure of any 1 Supervisor/ CPU/ Switch Fabric. Switches to be configured in HSRP			YES / NO	
25	Mounting	Standard 19-in rack with required hardware			YES / NO	
26	Hot swapability	All modules to be hot swappable without requiring rebooting of any Chassis.			YES / NO	
27	**FWSM Module**					
	No. of FWSM modules populated in the Switch	1			Units	
	No. of FWSM modules populated in the Switch				Units	
28	**NAM Module**					

Annexure 3.3 : Core LAN Switch (Please fill separate sheet for each type of Core LAN switch)						
Sr. No	**Parameter**	**Minimum Requirements**	**Compliance for Minimum Requirements (indicate YES/NO)**	**Tenderer's Response for end of 5th year capacity**	**Unit of Measurement**	**Details / Remarks, if any**
	No. of NAM modules populated in the Switch	1			Units	
	No. of NAM modules populated in the Switch				Units	
29	**Virtual Firewall Licenses**					
	No. of Virtual Firewall Licenses	100			Units	
	Max. no. of Virtual Firewall Licenses supported				Units	
30	**Power Supply**					
	Hot Swappable Power supply				YES / NO	
	(N+1) redundant power supply proposed	YES			YES / NO	
31	**Support**					
	Is the proposed product/solution **End-of-life** or will reach **End-of-life** within 24 months from the date of submission of bid or 12 months from the date of acceptance	NO			YES / NO	
	Will the proposed product/solution reach **End-of-life** during the currency of contract? If so, specify details.				YES / NO	
	Will the proposed product/solution reach **End-of-support** during the currency of	NO			YES / NO	

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Annexure 3.4 : LAN Cabling

Sr. No	Parameter	Response Yes/ No	Comments
1	Brand		
2	Standard CAT 6 cables which should be factory crimped.		
3	Certifications: ISO 9001		
4	Certifications: RoHS Compliant		

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Annexure 4.1 : Application Proxy Firewall

Sr. No	Parameter	Minimum Requirements	Compliance for Minimum Requirements (indicate YES/NO)	Tenderer's Response for end of 5th year capacity	Unit of Measurement	Details / Remarks, if any
1	Product name					
2	Version					
3	Quantity (Primary Site)	2			Quantity	
4	No. of User Licenses:					
5	Advanced application and protocol inspection	Should integrate with more than 24 specialized inspection engines for protocols such as:				
		Hypertext Transfer Protocol (HTTP)	YES		YES / NO	
		File Transfer Protocol (FTP)	YES		YES / NO	
		Domain Name System (DNS)	YES		YES / NO	
		Simple Network Management Protocol (SNMP)	YES		YES / NO	
		SQL*Net	YES		YES / NO	
		Network File System (NFS)	YES		YES / NO	
		H.323 Versions 1–4	YES		YES / NO	
		VoIP	YES		YES / NO	
		Session Initiation Protocol (SIP)	YES		YES / NO	
		Real-Time Streaming Protocol (RTSP)	YES		YES / NO	
		Internet Locator Service (ILS)	YES		YES / NO	
6	VPN	VPN Module integrated with the firewall	YES		YES/NO	
		IPSec	YES		YES / NO	
		Dedicated tunnels	YES		YES / NO	
		Encryption (DES, 3DES, AES)	YES		YES / NO	
		SHA-1 / MD5 authentication	YES		YES / NO	
		IKE certificate authentication (X.509)	YES		YES / NO	
		Dead peer detection	YES		YES / NO	
		NAT Traversal supported	YES		YES/NO	
		Minimum 100 tunnels support			Units	
7	IM Control & Logging	Support for controling MSN, Yahoo, AOL, Google messengers	YES		YES / NO	
8	Traffic Management	DiffServ setting			YES / NO	
		Policy-based traffic shaping			YES / NO	
		Guaranteed / Maximum / Priority bandwidth			YES / NO	
9	High Availability (HA)	Active-Active			YES / NO	
		Active-Passive	YES		YES / NO	
10	Streaming Control	MS, Real, Quicktime	YES		YES / NO	
11	Management	Support for Centralised Management	YES		YES / NO	
12	Compliance to Workload Estimation - Annexure B for the minimum sizing considerations	YES			YES / NO	
13	Regulatory	Common Criteria Evaluated Assurance Level 4 (EAL4) and ICSA Labs Firewall 4.0 Certification			YES / NO	
14	X.509 certificate and CRL support	Supports Simple Certificate Enrollment Protocol (SCEP)-based enrollment with leading X.509 solutions	YES		YES / NO	

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Annexure 4.2 : Intrusion Prevention System

Sr. No	Parameter	Minimum Requirements	Compliance for Minimum Requirements (indicate YES/NO)	Tenderer's Response for end of 5th year capacity	Unit of Measurement	Details / Remarks, if any
1	Make					
2	Model					
3	Form Factor				1U / 2U, etc	
4	Quantity (DC)	1			Quantity	
5	Advanced Intrusion Prevention/Blocking	IPS should provide automated, real-time intrusion detection and protection by analyzing events, network logs and inbound/outbound network traffic.	YES		YES / NO	
		Monitor all inbound and outbound traffic to detect and prevent attacks, both known and unknown.	YES		YES / NO	
		This includes:				
		Trojans	YES		YES / NO	
		Spyware	YES		YES / NO	
		Warms	YES		YES / NO	
		Keyloggers	YES		YES / NO	
		Brute force attacks	YES		YES / NO	
		Unauthorized access and network worms	YES		YES / NO	
		Other types of attacks.			YES / NO	
6	Local and Network-Based Protection	Should provide the flexibility to detect and protect from both local and network attacks through log monitoring capabilities	YES		YES / NO	
		Should prevent authorized users from attacking the system, while also preventing brute force attacks and unauthorized access to system resources that would otherwise compromise data confidentiality, integrity and accessibility	YES		YES / NO	
7	Event Co-relation	Should have inbuilt knowledge to dynamically escalate threatening security incidents while reducing false alarms.	YES		YES / NO	
		The module instantly correlates security data from multiple sources to escalate serious threats, such as an attack on a vulnerable asset or a covert, multi-step attack.	YES		YES / NO	
8	Throughput	Minimum 400 Mbps Throughput			Mbps	
9	Number of sessions supported	Minimum 10000	YES		YES / NO	
10	No. of Gigabit Ports				Units	
11	Rack Mountable				YES / NO	
12	No. of segments protected				No. of segments	
13	Actions	Notification/Remidial actions			YES / NO	
		Email Notifications through SMTP			YES / NO	
		Notifications Through SNMP	YES		YES / NO	
14	Alarms	Support for Detailed Intrusion Alarms			YES / NO	
15	Attacks	Comprehensive Attack Database	YES		YES / NO	
		Detect more than 1500 known attacks			YES / NO	
		Support detection of:				
		TCP hijacking			YES / NO	
		Trinoo			YES / NO	
		TFN			YES / NO	
		SYN Floods			YES / NO	
16	Traffic Interpretation for reasembly, normalization, protocol decoding					
17	Multi-operational modes such as sniffer, transparent, bridge and router					
18	Central Management	Role based administration			YES / NO	
		Scheduled Security update support			YES / NO	
19	Event Correlation	Advanced Event Correlation	YES		YES / NO	
20	Integration with third party tools	Integration with paging solutions, trouble ticket systems or other event management solutions.			YES / NO	

Annexure 4.2 : Intrusion Prevention System						
Sr. No	**Parameter**	**Minimum Requirements**	**Compliance for Minimum Requirements (indicate YES/NO)**	**Tenderer's Response for end of 5th year capacity**	**Unit of Measurement**	**Details / Remarks, if any**
21	Management	Support for Centralised Management	YES		YES / NO	
		Secure web-based embedded device management / GUI management			YES / NO	
22	Logging & Reporting	Should integrate with SYSLOG server	YES		YES / NO	
		Should be able to export logs in HTML, or CSV format.			YES / NO	
		Should have an in-built Log-Viewer			YES / NO	
23	Performance	Support for High-speed Performance (including support for gigabit environments)			YES / NO	
24	Protocols to be monitored	Extensive Protocol Monitoring				
		TCP/IP	YES		YES / NO	
		ICMP	YES		YES / NO	
		FTP	YES		YES / NO	
		UDP	YES		YES / NO	
		SMTP	YES		YES / NO	
		HTTP	YES		YES / NO	
		DNS	YES		YES / NO	
		RPC	YES		YES / NO	
		NetBIOS	YES		YES / NO	
		NNTP	YES		YES / NO	
		Telnet	YES		YES / NO	
25	Real time Intrusion Protection	Support for Accurate Real-time Intrusion Detection and Prevention			YES / NO	
26	Real time Response	Support for Real-time Response to Unauthorized Activity			YES / NO	
27	Signatures	Custom User-defined Signatures	YES		YES / NO	
		Automatic Signature Updates			YES / NO	
28	VLAN	Ability to Monitor 802.1q (trunked) traffic			YES / NO	
29	Others	Secure Communications			YES / NO	
		Comprehensive IDS Anti-Evasion Techniques			YES / NO	
		Intelligent threat investigation.			YES / NO	
		Flexible Deployment option			YES / NO	
		Fault-tolerant Communications			YES / NO	
30	Power Supply					
	Hot Swappable Power supply				YES / NO	
	Redundant power supply proposed	YES			YES / NO	
31	Compliance to Workload Estimation - Annexure B for the minimum sizing considerations	YES			YES / NO	
32	Support for In-Line Bypass mode	YES			YES / NO	
33	Weight				Kg	
34	Dimension				HxWxD(mm)	
35	Heat Dissipation				BTU/hr	
36	Power Requirement				KVA	
37	NSS Approved	YES			YES / NO	

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Annexure 4.3 : Anti-Virus and Anti-Spam Software

Sr. No	Parameter	Minimum Requirements	Compliance for Minimum Requirements (indicate	Tenderer's Response for end of 5th year capacity	Unit of Measurement	Details / Remarks, if any
1	Product Name					
2	Version	Enterprise Edition				
	Licenses for components that are prices and sold separately should be indicated as separate licenses					
3	No. of Licenses (DC):	1				
	Server					
	Processor					
	Client					
	Other 1					
	Other 2					
4	No. of Licenses (DR Site):	1				
	Server					
	Processor					
	Client					
	Client Access License					
	Other 1					
	Other 2					
5	Protection for Desktop / Servers	YES			YES / NO	
6	Security for SMTP	YES			YES / NO	
7	Security for Microsoft Exchange	YES			YES / NO	
8	Gateway Antivirus	YES			YES / NO	
9	Operating system for proposed software	YES				
10	Virus scanner for HTTP	YES			YES / NO	
11	Support for mass mailing virus detection	YES			YES / NO	
12	Support mail attachment virus detection	YES			YES / NO	
13	Support Malformed Mail format detection	YES			YES / NO	
14	Built in Safe Stamp feature				YES / NO	
15	Support Encrypted Mail Detection	YES			YES / NO	
16	Support Password Protect Zip Detection	YES			YES / NO	
17	Secure SSL Web Management Console	YES			YES / NO	

Annexure 4.3 : Anti-Virus and Anti-Spam Software						
Sr. No	**Parameter**	**Minimum Requirements**	**Compliance for Minimum Requirements (indicate**	**Tenderer's Response for end of 5th year capacity**	**Unit of Measurement**	**Details / Remarks, if any**
18	Mail header detection for Spam	YES			YES / NO	
19	Scanning of the mail body for Spam	YES			YES / NO	
20	Detection of Spam based on multiple categories	YES			YES / NO	

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Annexure 5.1 : Operating System (Please provide separate annexures for each proposed Operating System)

Sr. No	Parameter	Minimum Requirements	Compliance for Minimum Requirements (indicate YES/NO)	Tenderer's Response for end of 5th year capacity	Unit of Measurement	Details / Remarks, if any
1	Product Name					
2	Version					
3	No. of Licenses (DC)					
	Server					
	Processor					
	Client					
	Client Access License					
	Other 2					
4	No. of Licenses (DR Site)					
	Server					
	Processor					
	Client					
	Client Access License					
	Other 1					
	Other 2					

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Annexure 5.2 : Backup Software

Sr. No	Parameter	Minimum Requirements	Compliance for Minimum Requirements (indicate YES/NO)	Tenderer's Response for end of 5th year capacity	Unit of Measurement	Details / Remarks, if any
1	Product Name					
2	Version					
	Licenses for components that are priced and sold separately should be indicated as separate licenses					
3	No. of Licenses (DC)					
	Server					
	Processor					
	Client					
	Other 1					
	Other 2					
4	Should have capability to support for various operating system	YES			OS Names (e.g. Sun Solaris, IBM AIX, HP-UX, Linux, Windows, etc.)	
5	Support for heterogeneous storage solutions from leading storage OEMs	YES			YES / NO	
6	Should be flexible and configurable to adapt to organization's backup policy.	YES			YES / NO	
7	Capability to configure automated backups with 'customized frequency based scheduling' based on the backup policy.	YES			YES / NO	
8	Full fledged Media Library Management, including complete and automated offsite tape management, creation of pickup and drop lists	YES			YES / NO	
9	Should be configurable for incremental backups or full-backup of the applications, database, files, etc.	YES			YES / NO	

Annexure 5.2 : Backup Software						
Sr. No	**Parameter**	**Minimum Requirements**	**Compliance for Minimum Requirements (indicate YES/NO)**	**Tenderer's Response for end of 5th year capacity**	**Unit of Measurement**	**Details / Remarks, if any**
10	Should leverage Business Copy Volume in the storage system for zero-downtime backup.	YES			YES / NO	
11	Should have GUI with single screen monitoring for complete backup / restore activities	YES			YES / NO	
12	Capability to retrieve selectively based on search criteria	YES			YES / NO	
13	Capability to backup the entire configuration of the server and restore it from scratch the entire system including configuration when in a scenario of hardware failure.	YES			YES / NO	
14	Time required for the restoration of the configuration on to the server				min	
15	Capability to read and write multiple streams simultaneously to / from one or more tapes and from more than one clients/servers simultaneously	YES			YES / NO	
16	Should provide a fully automatic process for creation of full backup from multiple incremental backup of file systems.	YES			YES / NO	
17	The process of creating a full backup from multiple incremental backup should also take care of the files deleted during the process of multiple incremental backup.				YES / NO	
18	Capability to create multiple copies of a backup at the same time					
19	Capability to integrate with the ERM proposed				YES / NO	

Annexure 5.2 : Backup Software						
Sr. No	**Parameter**	**Minimum Requirements**	**Compliance for Minimum Requirements (indicate YES/NO)**	**Tenderer's Response for end of 5th year capacity**	**Unit of Measurement**	**Details / Remarks, if any**
20	Backup for NAS using NDMP				YES / NO	
21	Compatible with the proposed database	YES			YES / NO	

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Annexure 5.3 : Syslog Software

Sr. No	Parameter	Minimum Requirements	Compliance for Minimum Requirements (indicate YES/NO)	Tenderer's Response for end of 5th year capacity	Unit of Measurement	Details / Remarks, if any
1	Product Name					
2	Version					
	Licenses for components that are priced and sold separately should be indicated as separate licenses					
3	No. of Licenses (DC)					
	Server					
	Processor					
	Client	For all servers and devices				
	Other 1					
	Other 2					
4	Capable of receiving messages via UDP, TCP or SNMP				YES / NO	
5	Capable of forwarding messages via UDP or TCP				YES / NO	
6	Capable of sending SNMP traps				YES / NO	
7	Buffer for Syslog messages to ensure no loss of messages under heavy load				YES / NO	
8	Pass values from the received Syslog message to an external program, e-mail message or Syslog message				YES / NO	
9	Real time display of messages.				YES / NO	
10	Message logging or forwarding of all messages, or based on priority or time of day.				YES / NO	
11	Operating system for proposed software					

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Annexure 5.4 : Mailing Software

Sr. No	Parameter	Tenderer's Response for end of 5th year capacity	Unit of Measurement	Details / Remarks, if any
1	Product Name			
2	Version			
	Licenses for components that are prices and sold separately should be indicated as separate licenses			
3	No. of Licenses (DC):			
	Server			
	Processor			
	Client			
	Other 1			
	Other 2			
4	Database and other software proposed with the Mailing software			
	Licenses for components that are priced and sold separately should be indicated as separate licenses			
	Product Name			
	Version			
	No. of Licenses (DC):			
	Server			
	Processor			
	Client			
	Client Access License			
	Other 1			
	Other 2			
5	Compliance to Workload Estimation - Annexure B for the minimum sizing considerations		YES / NO	

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Annexure 6.2 : Infrastructure Requirements

Provide the following details with respect to overall solution proposed for DC and DR sites: The following information should be provided as an aggregate considering all equipment / components at respective data centres considering the total 5 years capacity requirement. Please DO NOT provide equipment wise details.

Sr. No	Parameter	Unit	DC Site	DR Site
1	Total Aggregated Power Consumption Requirement of the Proposed Equipments	KVA		
2	Total Physical Space Requirement for the Proposed Equipments including space between racks, clear physical passage for movement of personnel and transportation within data centre site and any other clearances required specific to any equipment.	Sq.ft.		
3	Total Aggregated Heat Dissipation from the Proposed Equipments	BTU/Hr		
4	Total number of LAN nodes required for the Proposed Equipments	Number		
5	Exact No. of racks required to be provisioned by the Data Centre vendor for proposed equipments or equivalent if self contained	Number		

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Annexure 6.3 : Database Licensing

DC

Sr. No	Database Server	No.of Servers	Total No. of Processors for all database server	Total No.of Processor Cores in all database server	Database Components	No. of Licenses Required for each server	Total No. of Licenses Required (all servers)
1	Database Server				Database Standard Edition		
					Partioning		
					Performance Tuning		
					Diagnostic Pack		

DR

Sr. No	Database Server	No.of Servers	Total No. of Processors for all database server	Total No.of Processor Cores in all database server	Database Components	No. of Licenses Required for each server	Total No. of Licenses Required (all servers)
1	Database Server				Database Enterprise Edition		

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Annexure 6.4 : Desktops

Sr. No	Parameter	Minimum Requirement	Compliance for Minimum Requirements (indicate YES/NO)
1.	Make		Make, Model, Part Number and details - Must be Specified by the Bidders
2.	CPU	Intel Core i3 540 (3.06 Ghz.)or AMD Phenom II x4 955 (3.2 Ghz)	
3.	Memory	2 GB 667 MHz DDR2 RAM upgradeable upto 4 GB	
4.	Mother Board	Intel G41 chipset or equivalent on OEM Motherboard	
5.	Monitor	18.5'' TFT/wide TFT, TCO-05	
6.	Display	64 bit AGP Display controller with 4 MB of video RAM and capable of 1024X768 resolution with 16 Million colours	
7.	Hard Disk	250 GB , 7200 RPM Serial ATA Hard Drive	
8.	Features	remote system installation, Asset tracking and security	
9.	Ports	6 USB Ports (including 2 USB ports in the front)	
10.	Keyboard	104 Keys, heavy-duty bilingual keyboard, having key life of 20 million CPU)	
11.	Mouse	2 button optical scroll mouse with mouse pad	
12.	Power supply	230 watts and above ACPI compliant or more SMPS power supply, should be capable to support fully configured PC	
13.	Power Management	Energy star compliant for power saving	
14.	Operating System	Preloaded with license, Media & manual and certificate of authenticity, Recovery CD (OEM)	
15	Hindi Font Software	Hindi Font Software which is in compliance with the DIT, Government of India Unicode standards for fonts	
16	Bundled software	Standard bundled software pertaining to the model offered should be Included in offer (Must be specified in the offer)	
17	Warranty	5 Years Comprehensive onsite Warranty	

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Annexure 6.5 : Printer-Scanner-Photocopier

Sr. No	Description		Compliance to Minimum requirements
Basic Functionality			
1.	Functions	Black-and-white printing, black-and-white copying, colour scanning, black-and-white faxing	
Printing System			
2.	Print speed	> 20 ppm	
3.	Memory	256 MB expandable to 512 MB	
4.	Duty cycle (monthly, A4)	> 20000	
5.	Print quality (black, normal quality)	Up to 1200 x 1200 dpi	
6.	Duplex print options	Automatic	
Copy System			
7.	Copy speed (black, draft quality, A4)	>20 ppm	
8.	Copy resolution (black graphics)	600 x 600 dpi or better	
9.	Copier resize	25 to 400%	
Scan System			
10.	Scan Type	Flatbed, ADF	
11.	Optical scanning resolution	Up to 600 dpi	
12.	Maximum scanning size	22.7 x 30.2 cm	
13.	Minimum scanning size	No minimum	
14.	Bit depth	30-bit	
15.	Color scanning	Yes	
16.	Scan file format	PDF, JPEG	
Fax functionality			
17.	Colour faxing	No	
18.	Auto-redialing	Yes	
Paper Handling/Media			
19.	Auto document feeder capacity	Standard, 50 sheets	
20.	Paper trays	minimum 2 Nos	
21.	Media types supported	Paper , transparencies, labels, envelopes, card stock	
22.	Maximum input capacity (sheets)	>250	
23.	Standard media sizes	A4, A5, B5 (JIS), executive (JIS), 16K, envelopes	
Other technical information			
24.	System Interface	1 USB (compatible with USB 2.0 specifications), 1 network port	
25.	Compatible operating systems	Microsoft® Windows® 2000, XP Home, XP Professional, XP Professional x64, Server 2003; Linux (vendor to specify flavour & version supported)	
26.	Compatible network operating systems	Microsoft® Windows® 2000, XP Home, XP Professional, Linux (vendor to specify flavour & version supported)	
27.	Power requirements	Input voltage 220 to 240 VAC (+/- 10%), 50/60 Hz (+/-2 Hz),	

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Annexure 6.6 : Network Laser Printer

Sr. No	Item	Specification required	Compliance
1.	Make	**To be specified by Vendor**	
2.	Model	**To be specified by Vendor**	
3.	Country of Origin	**To be specified by Vendor**	
4.	Print speed at best quality	30 ppm or better	
5.	Resolution	1200 x 1200 dpi	
6.	Printing capacity per month	Duty Cycle 40000 pages per month and above	
7.	No. of copies per toner	**To be specified by Vendor**	
8.	Processor Speed	600 MHz or equivalent or better	
9.	Memory	Min. 32 MB (specify memory type and maximum size)	
10.	Media type	Paper, labels, transparencies.	
11.	Media size	**A4, Letter, Legal**	
12.	Paper Tray	Min. 2	
13.	Paper weight	**To be specified by Vendor**	
14.	Connectivity	Gigabit Ethernet Networking	
15.	Print Languages	**To be specified by Vendor**	
16.	Typefaces	**To be specified by Vendor**	
17.	Printer Management & drivers	**To be specified by Vendor**	
18.	Platform supported	Windows XP, 2000 , Server 2003, Solaris and Linux	
19.	Duplex unit for two-sided printing	Yes	
20.	Dimensions (WxDxH)	**To be specified by Vendor**	
21.	Weight	Please specify	
22.	Warranty Period	5 Years (Comprehensive Onsite)	

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Annexure 6.7 : Barcode Scanner

Sr. No	Item	Specification required	Compliance / Comments
1.	Scan technology	Linear Imaging Technology	
2.	Mount	Fixed mount	
3.	Dimension	One dimensional (1D)	
4.	Illumination:	630 NM Visible Red LED	
5.	Reading Distance:	From .5 in. (1.3 cm) to 16 in. (25 cm) on medium density bar code	
6.	Resolution:	10 mil	
7.	Minimum Symbol Contrast:	20 percent	
8.	Scan Rate:	500 scans per second	
9.	Operating Temperature:	+32°F to +122°F (0°C to +50°C)	
10.	Humidity:	0 to 95%, non-condensing	
11.	Drop Survival	26 drops to concrete or steel surface from a height of 1.5 m (5 ft)	
12.	Ambient light	Works in any lighting conditions ranging from artificial indoor and natural outdoor	
13.	Host Interface	USB, RS 232 serial	
14.	Readability	Should have readability on low contrast, poorly-printed or damaged barcodes	
15.	Supported symbologies	Must inslude support for GS1 databar	
16.	Weight	Upto 200 gm without cable	
17.	Safety	LED Eye Safety IEC60825-1, EN60825-1	

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Annexure 6.8 : Handheld Devices

Sr. No	Item	Specification required	Compliance / Comments
1.	Interface	In-built PC and printer	
2.	Weight	Less than 800 grams	
3.	Interface	RS 232 or USB.	
4.	Processor	Intel or ARM series	
5.	OS and RDBMS	Support to multiple OS(Windows, Solaris, flavors of Unix) and RDBMS (Access, Oracle, SQL etc)	
6.	Power	Rechargeable batteries	
7.	Keyboard	30 Key, Alphanumeric	
8.	Program memory	Above 256 KB	
9.	Data memory	Above 1 MB	
10.	Printer	24 Column Dot matrix or Thermal printer	
11.	GPRS	Supports plugin or in-built	
12.	Display	Minimum of 2 * 16 LCD with backlight	
13.	Clock	Support to real time clock	
14.	Operating Temparature	From 5^{o} celcius to 50^{o} celcius	
15.	Charger	Supports AC and DC charging	
16.	SMS	Support to SMS facility	
17.	Barcode	Interface with Barcode scanning facility	
18.	Smart card interface	Support to smart card interface	
19.	Modem	Support to external or GSM Modem	

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Annexure 6.9 : UPS

Sr. No	Item	Specification required	Compliance / Comments
1	Make	To be specified by Vendor	
2	Model	To be specified by Vendor	
3	Country of Origin	To be specified by Vendor	
4	Capacity	To be specified by Vendor	
5	Input Range	160-270V (on full load)	
6	Output Voltage & Waveform	230 +/- 1% Pure Sine Wave	
7	I/P & O/P Power Factor	0.8 or higher power factor	
8	Mains & Battery	Sealed Maintenance Free Battery, Mains & Battery with necessary indicators, alarms and protection with proper battery storage stand	
9	I/P & O/P Freq	50 Hz +/- 10%, 50Hz +/- 0.1%;	
10	Crest Factor	min. 3:1	
11	Third Harmonic Distribution	< 3%	
12	Input Harmonic Level	< 10%	
13	Overall Efficiency	Min. 90% on Full Load;	
14	Noise Level	< 55 db;	
15	Rack	Suitable metallic rack for housing of SMF batteries	
16	Certification	ISO 9001/9002	

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Function Name: Barcode Scanner

Sr. No.	Nature of Requirement	Requirement Description	Bidder's Compliance / Comments
BCS.REQ.001	Scan technology	Linear Imaging Technology	
BCS.REQ.002	Mount	Fixed mount	
BCS.REQ.003	Dimension	One dimensional (1D)	
BCS.REQ.004	Illumination:	630 NM Visible Red LED	
BCS.REQ.005	Reading Distance:	From .5 in. (1.3 cm) to 16 in. (25 cm) on medium density bar code	
BCS.REQ.006	Resolution:	10 mil	
BCS.REQ.007	Minimum Symbol Contrast:	20 percent	
BCS.REQ.008	Scan Rate:	500 scans per second	
BCS.REQ.009	Operating	+32°F to +122°F (0°C to +50°C)	
BCS.REQ.010	Humidity:	0 to 95%, non-condensing	
BCS.REQ.011	Drop Survival	26 drops to concrete or steel surface from a height of 1.5 m (5 ft)	
BCS.REQ.012	Ambient light	Works in any lighting conditions ranging from artificial indoor and natural outdoor	
BCS.REQ.013	Host Interface	USB, RS 232 serial	
BCS.REQ.014	Readability	Should have readability on low contrast, poorly-printed or damaged barcodes	
BCS.REQ.015	Supported symbologies	Must include support for GS1 databar	
BCS.REQ.016	Weight	Upto 200 gm without cable	
BCS.REQ.017	Safety	LED Eye Safety IEC60825-1, EN60825-	
BCS.REQ.018	Warranty Period	Onsite Warranty till the end of contract period	

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Annexure 6.10 : Thin Client

Sr. No	Parameter	Minimum Requirement	Compliance for Minimum Requirements (indicate YES/NO)
1	Make		Make, Model, Part Number and details - Must be Specified by the Bidders
2	Processor:	1 GHz or above AMD/Intel/VIA Mobile processor	
3	RAM	2 GB DDR2/ SDRAM (includes 64MB reserved for video)	
4	Flash	2 GB powered IDE Flash	
5	Graphics & Monitor	16 MB graphics shared memory with support for high resolution monitors up to 1280 x 1024 (monitor not included)	
6	Audio	Line in, Line out and Speaker out one each at front and back	
7	Keyboard	Minimum 104 keys keyboard with USB 2.0 or PS2 interface	
8	Mouse	2 button Scroll optical mouse with USB 2.0 or PS2 interface	
9	Monitor	18.5'' TFT/wide TFT, TCO-05	
10	Expansion	Mini PCI/PCI Slot	
11	Printer support	Local and network printers (RDP, ICA) Thin Client Local print manager	
12	Networking:	TCP/IP with DNS and DHCP, 10/100/1000 Base Fast Ethernet	
13	Protocols	Twisted pair (RJ-45), Point-to-Point Protocol (PPP), Point-to-Point Protocol over Ethernet (PPPoE), Point-to-Point Tunneling Protocol (PPTP), Wake on LAN and PXE.	
14	I/O Ports	4 USB ports (ver 2.0), 2 PS/2, 1 RJ-45, 1 VGA Connectors, 2 High speed serial ports, one centronics parallel port	
15	Power Supply	100 to 240 VAC, 50 Hz energy-saving automatic Power down.	
16	Terminal Server	X RDP and X ICA, X 11R6 and REXEC Protocols OR integrated Microsoft RDP and Citrix ICA	
17	Additional Features	DHCP/FTP enabled flash upgrade, VNC Server and Txtpad, Multi user/Single user log on support locally. Operating System & Management S/W pre-loaded	
18	Physical Characteristics	Connection cooled fan less design, no moving part.	
19	Regulatory Compliance from Govt. approved regulatory bodies	EMI/EMC - FCC Class-B, Fire safety, Shock proof and Power consumption: - Energy Star	
20	Warranty	5 Years Comprehensive onsite Warranty	
21	Operating System	Preloaded with license, Media & manual and certificate of authenticity, Recovery CD (OEM)	
22	Hindi Font Software	Hindi Font Software which is in compliance with the DIT, Government of India Unicode standards for fonts Multi user hindi unicode solution for X RDP and X ICA, X 11R6 and REXEC Protocols OR integrated Microsoft RDP and Citrix ICA as per thin client solution offered	

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Annexure 6.11 : Laptop

Sr. No	Parameter	Minimum Requirement	Compliance for Minimum Requirements (indicate YES/NO)
1	Processor	Intel Core i3-2310M or higher or AMD equivalent	Make, Model, Part Number and details - Must be Specified by the Bidders
2	Speed	2.1 GHz or Higher	
3	Cache	3 MB Intel Smart Cache	
4	System Bus/QPI	2.0 GT/sec or higher	
5	Chipset	Mobile Intel 6 series Chipset	
6	Mother Board	Original Intel or OEM manufactured	
7	Memory	4 GB DDR-III RAM (1066 MHz) or higher expandable upto 8GB	
8	Hard disk Drive	500 GB SATA (7200 RPM) or higher capacity	
9	Display	14.0" or above LED Wide Screen Display	
10	Resolution	1280 x 768 WXGA or higher	
11	Video Graphics	Integrated Intel HD Graphics	
12	Web Camera	Integrated Web Camera	
13	Wireless Connectivity	Integrated Wireless 802.11 a/b/g/n, Integrated Bluetooth 2.0 or higher	
14			
15	Optical Drive	Integrated 8X or higher DVD Writer	
16	Sound System	Integrated Stereo Speaker	
17	Keyboard	Standard Keyboard with Touchpad	
18	Ports	Minimum 3 USB Ports 2.0 or higher, 10/100/1000 Ethernet Card, RGB/S-Video/VGA, HDMI, Microphone, Stereo Head Phone, Media Card Reader and other Standard Ports	
19	Battery Backup	6 cell Li-ion battery with re-chargable pack for around 4 hrs.	
20	Certification	Laptop manufactured in ISO 9001:2000, ISO 14001 plant and DMI, FCC, UL, CE compliance	
21	Weight	Less than 3 kg	
22	Carry Case	Good quality Carry Case	
23	Warranty	Minimum 3 Years on-site Comprehensive on Laptop and 1 year on battery	

Annexure 4 – Cloud Computing Solution

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1 Overview

1.1 The State Government of Haryana, through its IT Directorate, intends to establish a state-of-the-art Cloud Computing facility for use by its various e-Governance programs and departmental IT initiatives

1.2 Objective: The primary purpose of the Cloud Computing Solution is to establish a viable hybrid cloud computing environment for use by the various e-Governance applications of the State of Haryana – starting with the H-ETD Commercial Taxes e-Governance application.

1.3 It is well understood that the benefits of a cloud computing solution are realized only when multiple applications are hosted. Therefore, even though the sustenance of H-ETD application is given as a minimum condition for the acceptance and continued operation of this solution, the operational requirements include hosting other applications as well.

1.4 Context: This RFP document is for release as an appendix to the H-ETD Commercial Taxes e-Governance RFP; and is intended to be read together with it. All references to the "main RFP", "main proposal", etc., should be construed as to the H-ETD Commercial Taxes e-Governance implementation project.

1.5 Based on the proposal given for this RFP, the IT Directorate and the bidder will sign a separate (from the main contract) contract for the Cloud Computing Solution – in accordance with the provisions of this RFP. The two contracts (the main contract and the Cloud Computing Solution contract) will be administered independently by their respective parties – but coordinated through suitable joint project organization and governance structures as any interdependent projects should be.

1.6 Definitions and Explanations: The Cloud Computing definitions, synopsis and explanations issued by the National Institute of Standards and Technology (NIST) of the US Department of Commerce in their Special Publications 800-145 and 800-146 are taken as the basis for the corresponding terms in this document.

1.7 BOOT vs MSP: Without necessarily referring to any "usual" meaning of the terms BOOT (Build, Own, Operate and Transfer), MSP (Managed Services Provider) and the differences thereof, this engagement is referred to as an MSP type engagement. This is done to reflect two critical aspects of this engagement:

1.7.1 Despite the need for localized operations with some state-owned infrastructure, the quality of services expected to be provided exceed the restrictive sense of the word "operator". This engagement is not to merely "operate" the equipment / facilities procured by the government; rather, the selected bidder must provide well-managed and high-quality comprehensive Cloud Infrastructure Services to the customers. Hence the term Cloud MSP will be used in this context.

1.7.2 The selected bidder (Cloud MSP) will interface directly with the government entities (customers, tenants) that require Cloud Infrastructure Services – and delight them with the quality of experience, contrasting with the official government channels they are used to dealing with, so far. Special emphasis is laid in exceeding expectations (especially due to the low expectation set at this time) as well as anticipating customer requirements and preparing to meet them in a proactive manner. The Cloud MSP is expected to actively undertake

targeted promotion activities to accelerate cloud adoption in the state – and derive benefit from the resultant increased capacity deployment.

2 Scope

2.1 The proposed solution must, include all the hardware, software, services and other components necessary to meet the given requirements and to carry out the necessary activities as described in this section as well as the Deliverables section given below. Activities must cover whatever is necessary to build the solution, manage and operate it for the period of the contract and transfer it to the government or its nominee.

2.2 Periodic reporting as per the requirements stipulated in this document, as well as the government policies and guidelines issued from time to time are included in the scope. Web-based dashboards with continuous real-time / near real-time status updates as well as relevant statistics form a part of the reporting requirements are also included. Issue Management responsibilities include establishment of and managing effectively, a web-based collaborative Issue Management Tool wherein all the issues raised and discovered during the course of the project are recorded, tracked and managed.

2.3 Further, it is important to note that the state has an evolving set of documents that govern solutions / systems deployed on the state common infrastructure (such as the HSDC, HSWAN, etc.) in the form of a Common Operations and Management Framework (COMF) as well as HSDC-specific policies, procedures and guidelines. Activities / tasks arising out of such policies are within the scope of this engagement. Constraints on deployable hardware, software and services components should also be examined by bidders and considered as a part of the requirement specifications.

2.4 The solution required is a hybrid cloud computing (as defined by NIST in the deployment models section of the document SP 800-145) environment for the private use of the Haryana State Government. Therefore, this Haryana Government Private Cloud must be extendable into at least one Public Cloud of the bidder's choice (ref to and details of the chosen Public Cloud must be included in proposal). A Universal Cloud Broker feature is not required at this time. Further, this definition is extended to include non-virtualized resource environment as well. At this time, extension of this definition – to a unified (across virtualized and non-virtualized) resource requesting (self-service), orchestration, provisioning (request-triggered as well as rule-triggered), monitoring and management (including automated capacity management such as scaling up and down) platform across the virtualized and non-virtualized environments is desired but not mandated. However, the solution is required to function as a single unit, at a minimum to cover the entire virtualized environment – irrespective of the service model being used. The intended use of this environment includes but is not restricted to the H-ETD CT e-Governance Project.

2.5 The service models offered by the solution must include IaaS. PaaS and SaaS as defined by NIST (in the service models section of the document SP 800-145) are desired but not mandated.

2.6 The proposed solution can be a combination of bought-out components as well as those built specifically for this purpose. The proposal must clearly identify bought-out vs. built-to-spec components along with the effort, schedule and pricing of built-to-spec components. While providing the pricing care should be taken

to adhere to guidelines of government procurement – especially as outlined in the main RFP. If the price of built-to-spec components is included in the commercial proposal, the exclusive intellectual property rights on the said components will belong to the State Government of Haryana.

2.7 **Build Phase:** As per project milestone plan submitted by the bidders – not exceeding the time required for the UAT of the H-ETD CT e-Governance Project

2.8 **Operations Phase:** 5 Calendar years from the date of acceptance of the Cloud solution, OR co-terminus with the H-ETD CT e-Governance Project, whichever is later. Payment schedule shall apply only to the 5 Calendar year operational period.

2.9 **Transition Phase:** Will begin 6 calendar months prior to the end of the Operations Phase and will be carried out in accordance with the mutually accepted Exit Management Plan

3 Deliverables

3.1 For the purpose of this RFP – hardware, software, services and other components are broadly divided into three categories:

3.1.1 that which provides the cloud services capability,

3.1.2 that which provides the cloud resources (capacity), and

3.1.3 that which is required to provide allied services (Training, Help Desk, Issue Management, etc.) and other project management requirements

3.2 The broad deliverables of the proposed solution are based on this categorization.

3.2.1 Deliverable A – Cloud Capability: Cloud management software (e.g., self-services portal, orchestration, provisioning and service level management software, Cloud-BCP capability, Cloud-security etc., if available with capacity-independent licensing) and the hardware required to run such software (e.g., servers) – along with associated user, administrator and other technical documentation and training are considered to be in the first category. The cost of this is included in the scope of this RFP. These assets must be transferred to the State Government in accordance with the transfer provisions of the contract.

3.2.2 Deliverable B – Hardware Capacity: Hardware that provides the capacity (e.g., servers that host the VMs) – deployed to meet the SLAs of the H-ETD CT application is considered to be in the second category. Also included are the gap and connectivity components required to host the equipment at the HSDC. The cost of this is excluded from the scope of this RFP. This cost should be factored in the main RFP. The ownership and transfer of these assets is governed by the main (H-ETD CT) contract. However, items of this deliverable will be considered a part of the State Government common pool of resources in accordance with the COMF.

3.2.3 Deliverable C – Cloud Capacity: Capacity-linked cloud software licenses (e.g., per-socket / per-blade / per-core cloud feature licenses for all the required feature-sets), if any – along with associated user, administrator and other technical documentation and training are

considered to be in the second category. The should, at a minimum, address the capacity as required by the HeCT solution. It is also understood that as more applications are added to the cloud, additional capacity linked licenses (if applicable) may be required. These are included in the scope of this RFP. These assets must be transferred to the State Government in accordance with the transfer provisions of the contract.

3.2.4 Deliverable D – Allied Managed Services: Any hardware and software required to provide the allied services specified (such as tenant user training, user awareness / education programs, Cloud Services Operations Center, Help Desk, Issue Management, etc.) in this proposal – as well as those necessary to meet the Project Management requirements are considered to be in the third category. These should be considered as inputs to pure managed services and should not be proposed for independent purchase (other than as managed services) or for ownership-transfer to the State Government. The bidders should make independent arrangements to host such hardware and software. However, the activities & services provided using them and the cost of such activities & services are included in the scope of this RFP.

4 Proposal Compliance Requirements

4.1 The Cloud Computing Solution Technical Proposal must be a separate document, submitted in softcopy. This proposal should be packaged along with the main proposal in a manner compliant with the main proposal submittal requirements. The bidder may, at his discretion and through an authorized signatory, digitally sign the document using a legally valid (in India) digital signature certificate.

4.2 Hard copies submitted (if any, of the Technical Proposal) will be treated as for convenience / information – using the softcopy document (signed or otherwise) as the original for all purposes.

4.3 Proposals must include a requirements compliance table of the format given below – that addresses each numbered requirement stated in this document. All requirements that need to be covered in the compliance table are numbered in the format AAA.nnn where AAA denotes up to 3 alphabetic characters, followed by a dot (“.”), followed by nnn denoting up to 3 numerals. e.g., GEN.001, F.009, HW.015. Mandatory requirements are marked in bold and underlined. **Proposals that do not meet any of the mandatory requirements will be rejected during the technical evaluation**. The purchaser reserves the right to accept or reject “partial compliance” of mandatory requirements.

4.4 The format of the Requirements Compliance Table is:

Req.Ref	Abridged Req. Text	Compliance (Y/N/P) with description / proposal reference
Format: AAA.nnn	This abridged text is only for easy reference when filling and evaluating. The	Y – Yes (Full Compliance) N – No (Non Compliance) P – Partial Compliance Full compliance with all requirements is not mandatory; however, indicating the

Req.Ref	Abridged Req. Text	Compliance (Y/N/P) with description / proposal reference
	main requirement text will always prevail.	level of compliance (Y/N/P) is mandatory. Omitted requirements will be evaluated as non-compliant. Non Compliance / Partial Compliance may impact technical evaluation scores adversely. Description of compliance is not mandatory – but is strongly encouraged, as it will aid in technical evaluation. If the compliance related information is provided in other parts of the technical proposal, a link / reference (page # / section # / ...) to the corresponding part is sufficient.
		Please make sure all the requirements listed are covered. Comma separated lists and ranges are allowed in the Req.Ref column.
		False claims w.r.t. compliance could lead to summary disqualification if discovered before award of the contract and contract termination (breach condition) if discovered after award of the contract.

4.5 Commercial proposal for the Cloud Computing Solution should conform to the procedural requirements of the main proposal in all respects – including that of being submitted in a sealed cover separate from the Technical Proposal.

4.6 The commercial proposal shall be in this format:

Main Pricing Table: Complete Cloud Solution

S. No	Item Description	EQI	Total Price
1	Total Investment (refer Pricing Basis Table 2)		

4.7 The EQI (Equated Quarterly Installments) and the Total Price mentioned in the above table must correspond to the basis tables given below:

4.8 EQI payments will be in arrears (i.e., after completion of the quarter) after deduction of any applicable penalties based on the submission of the invoice and the SLA compliance report.

4.9 The Total Investment (Total price) will be taken for financial evaluation along with the financial bid amount for the HETD main proposal. This is expected to address cloud capability and capacity to meet HETD needs for the whole contract period. This includes both CAPEX and OPEX components for the entire contract period.

4.10 The purchaser reserves the right to place the initial purchase order based on the assessment of initial capacity requirements of the HETD solution. Additions to this will be done based on the emerging HETD and non-HETD solutions hosted on this cloud – using the unit price information provided in the basis tables below.

Pricing Basis Table 1: Unit Pricing

S. No	Item Description	Unit of Measurement	Unit Price in INR
	This table is meant to give unit pricing used as basis for the commercials. As unit pricing may vary due to quantity discounts at different quantity ranges, these should be listed separately. The items in this table must include all hardware, software and services that are listed in the Bill of Materials in the Pricing Basis Tables 2. This unit pricing will be used i. To verify the overall commercial proposal, and ii. To calculate costs if any change requests are made		

4.11 Pricing Basis Table 2: Detailed Pricing and EQI Calculations as per total investment schedule

4.11.1 Bidders are free to use their own breakup of line items to show the detailed pricing and EQI calculations. The detailed pricing must show a detailed Bill of Materials – including priced and un-priced (free of cost) items. The bidders should clearly indicate the type of licenses being proposed (e.g., floating / node-locked / enterprise, etc.) for each applicable item. This table should be used to arrive at the total cost and EQI based on proposed deployment for the entire contract period. This will be used for commercial evaluation. The government may, at its sole discretion, choose to place a partial purchase order as per HETD initial operational requirements.

4.11.2 Detailed itemized pricing and calculations used to arrive at the main pricing table must be supported by the Basis Tables. Basis Table 1 (Unit Pricing) must be used for the calculations of Basis Tables 2. No specific line item breakup is given for the detailed pricing (Basis Tables 2 & 3). However, separate unit pricing for different components such as itemized Hardware, Software and Services / People costs as well as other operational items with corresponding quantities is required. The pricing shall provide not only the basis to arrive at the initial and

total price offered but also to calculate any change management costs (e.g., if the client chooses to enhance the capacity / capabilities). The detailed pricing shall also be used to recalculate changes to the EQI when the purchase of any items is deferred in accordance with the deployment plan. Given the importance of this detail, any commercial proposal that does not meet this requirement shall be deemed as non-responsive and the bidder shall be disqualified.

4.12 Public Cloud Pricing Table: Detailed Pricing of Public Cloud offered as a part of the Hybrid Cloud requirement

4.12.1 Bidders are free to use their own formats to show the pricing structure of the public cloud offered as a part of the Hybrid Cloud requirement. While this information will not be used for financial evaluation, it would be required to decide whether, when and how-much to "cloud burst" into / "extend" into the public cloud when necessary.

5 General Requirements

Req.Ref	Requirement Text
GEN.001	Comprehensive Solution: The bidder shall offer a comprehensive solution comprised of virtualized compute, storage and networking resources complete with automation, operations, security, SLA measurement and BCP framework support – at a level of abstraction described by other requirements in this document.
GEN.002	Ubiquitous network access: The cloud resources shall be open and interoperable, allowing the consumer to consume cloud resources over open, Internet-standard protocols. Vendor-specific / proprietary networking or clients must not be required in order to access cloud resources. Configuration, OS-installation, software installation, data uploads etc., must be possible to be performed across a secure network connection.
GEN.003	Use of Open Technologies: Solution components that DO NOT requires the use of vendor-specific technologies and/or products are encouraged. e.g., Cloud products and components that work only with or specially tuned to work with specific vendor's servers and storage are not considered Open Technologies.
GEN.004	Use of Open-source Technologies is encouraged, but not mandated.
GEN.005	The solution shall include all the hardware, software, services and other components necessary to meet the given requirements (including cloud infrastructure management tools) and to carry out the necessary activities – including ongoing configuration, performance tuning, trouble-shooting, monitoring, reporting, expansion, policy formulation assistance, issuance of guidelines and so forth.

Req.Ref	Requirement Text
GEN.006	Activities shall cover whatever is necessary to build the necessary solution, manage and operate it for the period of the contract and transfer it back to the government or its nominee.
GEN.007	Operations Center: The solution shall include a Cloud Services Operations Center of a suitable size that is designed to meet the SLA commitments. The size of the Operations Center shall scale
GEN.008	Help Desk: The solution shall include a Cloud Services Help Desk with telephonic support. The Help Desk solution shall include email and web-based problem reporting (with associated ticketing and ticket management) for use in self-service as well as assisted modes (through the Help Desk personnel). Live web-chat help for the customers is required. Separate personnel for each mode of help are not mandated. However, the sizing of the Help Desk operations shall scale up in tune with the cloud platform licensing.
GEN.009	Sizing and Benchmarking: The solution shall include sizing and benchmarking assistance for application capacity planning through suitable means. Hardware resources required for this purpose shall be provisioned from the state shared resource pool, as provided for in the Common Operations and Management Framework (COMF).
GEN.010	Audits and Certification: The solution will require auditing and certification both initially as well as on an ongoing basis. These activities may be periodic or adhoc, at the client's discretion. All bidders must undertake to cooperate and support such audits / certification activities by the Government's nominees. Note: If scope of the audit and certification exercise of the HETD solution includes all cloud components then there may be no need for a separate exercise.
GEN.011	Location-independent resource pooling: The solution shall be built on a pooled, virtual infrastructure which includes the CPU, memory, storage, and networking and associated services to serve a multi-tenant model.
GEN.012	Location-independent resource pooling – multiple data centre: It should be possible to extend the cloud infrastructure across multiple data centres. It should be possible to use this capability both to expand available capacity (location transparency; capacity utilization) as well as for BCP (e.g., disaster recovery).
GEN.013	Location-independent resource pooling – capacity limits: The solution shall support practically unlimited storage, computing capacity, memory, network capacity, etc., by allowing pooling/aggregation of resources across multiple locations. Any limits/limitations in this regard must be clearly indicated in the Requirements Compliance Table against this requirement.

Req.Ref	Requirement Text
GEN.014	Layered Architecture: The proposed solution should support a multi-layered architecture wherein the cloud layer supports the recognition and management of underlying physical / logical clusters (e.g., belonging to a single blade chassis / rack) of nodes as well as the nodes within the clusters.
GEN.015	Policy Compliance: The Cloud MSP must comply with the applicable policies, frameworks, procedures, standards and guidelines issued by the State Government from time to time. All bidders are required to give an undertaking to this effect. The undertaking must cover the security policy, project management and governance requirements.
GEN.016	Hybrid Cloud Mode: The solution must be deployed using the hybrid cloud deployment mode as defined by the NIST. This means that any extension of the cloud services (movement of VMs/Platforms/Applications, cloud-burst, etc.,) into at least one public cloud of bidder's choice and/or 3rd-party cloud infrastructure (a.k.a InterCloud) – including other government clouds should be possible at no additional cost to the client – barring that of 3rd-party fees (to the public / 3rd-party cloud provider) for such cloud service.
GEN.017	Hybrid Cloud Mode – extended mode: The solution shall allow the use of hybrid – virtualized and non-virtualized – resources by applications deployed on it.
GEN.018	Hybrid Cloud Mode – Unified Interfaces: The solution should provide a unified resource request, provisioning, policy-based elasticity and management interface for applications and customers across the hybrid – virtualized and non-virtualized – resources utilized by applications deployed on it.
GEN.019	Legacy Application Migration: The solution must include the necessary tools that allow migration of legacy applications onto the cloud infrastructure in a cloud-agnostic manner (i.e., without needing to be cloud-aware or have any cloud-specific code / features). Migration of unlimited number of legacy (non-cloud) applications to the cloud infrastructure shall be supported by the Cloud MSP at no separate cost – other than for any overall capacity increase if necessary. In this context, 'allowing' / 'supporting' migration refers to the bidder's responsibilities as a Cloud MSP; it does NOT mean undertaking of any development / software changes to the applications being migrated.
GEN.020	Strategic Control: The Cloud MSP must provide to one or more Government nominees, the highest administrative control to all the solution components.
GEN.021	Issue Management: The Cloud MSP will carry out comprehensive Issue Management activities for the project using a web-based collaborative issue management tool installed for this purpose. The proposed solution shall include all components required for this.

Req.Ref	Requirement Text
GEN.022	User Training and Awareness: The Cloud MSP will undertake training and awareness programs to promote use of the cloud infrastructure by the state departments, boards and corporations. Training will include "getting started" programs for new tenants. Awareness programs will cover all tenant-candidates – especially targeting those who have upcoming e-Governance initiatives /projects. Necessary coordination support will be provided by the client.
GEN.023	Licensing of Cloud Solution Features/Components: All component licenses and their licensing basis shall be described in detail in the proposal. *All component licensing shall be perpetual in nature*. As this proposal is linked to the main proposal, the bidder should provide sizing-based licenses for the full-term sizing calculated for the main proposal. However, in order to permit smaller initial procurement (as per year 1 of sizing of the main proposal) and scaling as required – including requirements beyond the main proposal but as given in the scope – unit pricing shall be given. All licenses shall be procured in the name of the State Government of Haryana.
GEN.024	Long-term support commitment: This is business-critical infrastructure for the State Government. Therefore all products must be backed by a long term support commitment. The bidder must give an undertaking - backed by corresponding OEM commitments (as applicable) – that all the products supplied as a part of the solution will be supported for a minimum of 5 years beyond the end of contract at the same commercial terms (such as annual maintenance fees).
GEN.025	Multiple hardware platform / vendor support: The solution should support the use of compute, storage, network and other devices from multiple OEMs (support for all leading OEMs is desirable) in each area - both for expansion as well as BCP practices.

6 Functional Requirements

Req.Ref	Requirement Text
F.101	On-demand Self-Service. The solution must allow customers to order any cloud resource through an access controlled web-based portal (customer web portal) in self-service mode. This should include compute, network, storage, security elements, operating systems and software resources based on either a service catalogueue from which items may be ordered – or separate features (e.g., for security elements). Ordering shall be governed by policies / rules related to budgets/pre-approval of resources for the given customer.
F.102	Assisted service. Same as above, but the customer places the order through the Help Desk established and operated by the Cloud MSP. e.g., the tenant may place the order through a telephonic request or a web-based request / Help Desk ticket.

Req.Ref	Requirement Text
F.103	The Cloud Services Customer Web Portal shall provide detailed information on the following: • Service Level Agreements, • Help Desk and Technical Support available to the tenants (customers), • Technical and User-oriented resources such as Documentation, Tutorials, relevant articles and any downloads, • Cloud Services Usage and Performance statistics (updated in real-time / near-real-time) – overall and tenant-specific, • Help Desk Usage and Performance statistics (updated in real-time / near-real-time) – overall and tenant-specific.
F.104	Rapid Elasticity: Dynamic on-demand / automated resource allocation and re-allocation. The resources shall be dynamically provisioned, reassigned or removed as per the customers' demands. The demands could either be manual (through the customer web portal / help desk) or automated – through policy-driven actions. All actions shall be initiated near-realtime with respect to the demands; and completed as soon as resources permit (i.e., completion of action should not require deferred processing such as batch processing and/or time-based job scheduling).
F.105	Measured Service – Metering: The solution shall be capable of measuring usage at a level of abstraction appropriate to the type of service / service catalogue item. Time based metering is not mandated.
F.106	Measured Service – Multi-tenant Budget vs Actual: The solution shall allow budgeting/pre-approval of resources against each tenant (customer) and monitor actual usage against the budget/pre-approval. These functions should not be time-based (e.g., CPU-hrs or Storage-hrs).
F.107	Measured Service – Dashboard: The resource budgets vs actual usage shall be available for real-time / near-real-time viewing by tenants in an access controlled manner through suitable dashboards and reports.
F.108	User-configured Alerts: The solution shall provide for email and SMS based alerts configurable by users (of tenants). These alerts shall include – by default – events such as resource usage crossing pre-configured limits, failure of cloud resources and corresponding “movement” of applications to alternative resources.
F.109	Appliances: The solution should include several essential pre-configured appliances such as Switches, local load balancers, global load balancers, Firewalls, NIPS, Content Filters, UTM devices, SLA monitors, etc.

Req.Ref	Requirement Text
F.110	Interoperability: The solution should be able to federate with other clouds through open standards based interfaces. This requirement should be read together with other Hybrid Cloud Mode requirements.
F.111	Service catalogue: The solution shall include the functionality of a service catalogue from which, users (of tenants) may choose items for self-service based provisioning.
F.112	Service catalogue – new items: The solution shall be able to store application custom images as templates / service catalogue items.
F.113	Service Catalogue – scope: The scope of the service catalogue function shall include IaaS and PaaS. If appropriate, SaaS based services may also be made available through the service catalogue.
F.114	Service Catalogue – integration: Self-service ordering functions of the service catalogue shall be fully integrated with other cloud service management functions such as orchestration, provisioning, policy-driven automated scaling up/down, monitoring and reporting; this requirement is applicable to all modules in order to ensure seamless end-to-end experience to tenants.
F.115	Orchestration and Provisioning: Orchestration within and across cloud environments (InterCloud) should be integrated with the Service Catalogue based self-service ordering functionality to provide seamless end-to-end experience to tenants. Status of provisioning shall be reported to user dashboards in realtime / near-realtime.
F.116	Provisioning API: The solution shall enable provisioning management via an Application Programming Interface (API).
F.117	Services Dashboard: The solution shall provide automatic monitoring of resource utilization, status, statistics and events such as failure of service, degraded service, etc., using a dashboard. Information unsuitable for dashboard viewing shall be made available through reports.
F.118	Common Help Desk Integration through open API: The solution should support integration with a common Help Desk / HSDC Help Desk through open API whenever required.
F.119	User Management: The solution shall provide comprehensive user management functions including tenant-specific user grouping and admin/user rights within the scope of a tenant. The tenant-admin user is considered distinct from the overall cloud solution administrator. The tenant-admin shall be able to manage own profile, tenant preferences, as well as users within the tenant/group scope. Individual users shall be able to manage their own profile and individual

Req.Ref	Requirement Text
	preferences. The solution administrator shall have the rights to all User Management functions.
F.120	Policy / Rule administration: The solution shall enable setup of policies / rules that drive automated provisioning (including OS, platform software and any other resources as required by the service catalogue items involved) and release of resources based on events (such as failures of virtual and physical resources), capacity utilization thresholds, etc.
F.121	Automation: The solution shall include the necessary automation functions to enable policy/rule-driven provisioning and release of resources as described in other requirements.
F.122	Support for multiple hypervisor technologies: The solution should support multiple hypervisor technologies to co-exist. At a minimum the solution shall support migration of virtual machines through the use of open standard based VM formats.
F.123	License Management Support: The solution should have the facility to track multiple licensing schemes (CPU-based, User-based, System-based, Enterprise-wide, etc.) and associate them with specific service catalogue item / component. The license management function should distinguish between free-of-cost and at-cost software licenses and be able to send alerts when any automated/non-automated provisioning request exceeds globally available licenses. To enable this, it should be possible for administrators to input available licenses into the system as globally available licenses. The tenants and administrator should be able to view their license usage through their dashboards or reports.
The following requirements are provided to ensure compliance with other similar government initiatives. Bidders are required to point out any contradictions between these requirements and others – so that they may be addressed in a timely manner.	
FX.151	Virtualization software shall have the capability for creating virtual machine templates to provision new servers. This shall include the ability to copy/clone virtual machines for archiving, troubleshooting, testing as well as scaling up.
FX.152	Virtualization software shall allow taking snapshots of the virtual machines to be able to revert back to an older state if required
FX.153	Virtualization software should Support live Virtual Machine migration with enhanced CPU compatibility
FX.154	Virtualization software shall have High Availability capabilities for the virtual machines in the sense if in case one server fails all the Virtual machines running on that server shall be able to migrate to

Req.Ref	Requirement Text
	another physical server running same virtualization software.
FX.155	Virtualization software should provide patch management capabilities – both to the hypervisor as well as the Guest Operating Systems.
FX.156	Virtualization software should allow configuring each virtual machine with one or more virtual NICs. Each of those network interfaces can have its own IP address and even its own MAC address.
FX.157	Virtualization software must support NIC teaming for load sharing and redundancy.
FX.158	Virtualization software shall allow creating virtual switches that connect virtual machines. In effect, the solution must be able to create virtual networks using virtual NICs and show them in topological network maps. These virtual networks should be able to span across physical hosts - barring constraints imposed by physical networks (e.g., VLAN configuration on physical switches)
FX.159	Virtualization software shall continuously monitor utilization across virtual machines and should intelligently allocate available resources among virtual machines
FX.160	Virtualization management software console shall provide a single view of all virtual machines, allow Monitoring of system availability and performance and automated notifications with email alerts.
FX.161	Virtualization management software should have integrated Physical Host and Virtual Machine performance monitoring
FX.162	Virtualization management software console shall provide reports for performance and utilization of Virtual Machines. It shall co-exist and integrate with leading systems management vendors
FX.163	Virtualization management software console shall provide capability to monitor and analyze virtual machines, virtual storage, virtual networks as well as, and server utilization and availability with detailed performance graphs.
FX.164	Virtualization management software console shall provide Interactive topology maps to visualize the relationships between physical servers, virtual machines, networks and storage.
FX.165	Virtualization management software console shall maintain a record of significant configuration changes and the administrator who initiated them.
FX.166	Virtualization management software console shall provide the Manageability of the complete inventory of virtual machines, and physical servers.
FX.167	Virtualization management software should support user role and permission assignment (RBAC)

Req.Ref	Requirement Text
FX.168	Virtualization management software should include provision for automated and integrated online/offline VM patch management and automated host patch mgmt.
FX.169	The Solution should allow users to delegate their roles to others on their team
FX.170	Virtualization software shall allow heterogeneous support for guest Operating systems like Windows client OS, Windows Server, Linux (at least Red Hat, SUSE), and Solaris x86.
FX.171	Virtualization software shall be able to dynamically allocate and balance computing capacity across collections of hardware resources with optional control over movement of virtual machines like restricting VMs to run on selected physical hosts.
FX.172	Virtualization management software should have integrated Physical Host and Virtual Machine performance monitoring including CPU, Memory, Disk, Network, and Power. The solution should monitor and report memory consumption, CPU consumption, disk consumption, disk I/O (read, write) and network I/O (send, receive). The solution should allow policy automation based on these consumption / utilization metric
FX.173	Virtualization management software should allow non-disruptive migrations for Physical machines running on Windows and Linux operating systems to virtual environment.
FX.174	Virtualization management software should be able to integrate into existing standard EMS systems.
FX.175	The Solution should track ownership and utilization of virtual machines
FX.176	Hypervisor should support hardware-assisted memory virtualization
FX.177	Virtualization software should be capable of creating VMs with multiple NICs – each with its own IP address and MAC address.
FX.178	The solution should be able to track and report historical capacity utilization
FX.179	The solution should be able to determine and report how many more virtual machines can fit the environment

7 Hardware Compatibility Requirements

Req.Ref	Requirement Text
HW.201	The solution should support multiple storage technologies such as FC, FCoE, and iSCSI SAN; be

Req.Ref	Requirement Text
	able to provide virtualized storage across these technologies; as well as boot virtual machines from such storage.
HW.202	The solution shall support from rack servers to high-density blade servers of all common makes and models – so that existing / legacy investments may be protected.
HW.203	The solution shall support SAN as well as NAS based storage from multiple OEMs and provide virtualized storage with characteristics shown to the users accordingly. Solution with the ability to provide virtualized storage across these technologies (with a common storage pool using both technologies) will be treated as a superior solution.
HW.204	The solution should not impose any restrictions on the granularity of the cloud resource allocations. Bidders shall list the Minimum / Maximum restrictions on allocations (such as CPUs, RAM, Storage, bandwidth, etc) in the Requirements Compatibility Table against this requirement.
HW.205	The solution should be able to recognize physical server characteristics and dynamically optimize virtual resource allocation to leverage higher performance afforded within a single server / single chassis / cluster of servers within a rack / servers within a single data centre, etc.
HW.206	The solution should be able to recognize physical server characteristics and where required, optimize BCP requirements by resource allocation across racks and data centres.
HW.207	The solution should support intelligent power management to enable automated VM consolidation during off-peak hours into the smallest possible server / rack footprint and corresponding power-down of offloaded hardware.
HW.208	Clustering, Switching and Local Load Balancing functions should recognize and optimize resources to within a rack – unless overridden by BCP requirements.
HW.209	The state may issue hardware and other compliance lists in order to meet the state requirements such as common infrastructure compatibility, state resource optimization and security. New additions (after the effective date of the Policy) by the Cloud MSP will need to abide by the policy.

8 Robustness Requirements

Req.Ref	Requirement Text
R.301	The Cloud MSP shall host the production applications on the most robust cloud solution components. Repeated failure of VMs, appliances and virtualization components could trigger breach conditions. Bidders are encouraged to provide sufficient information in their proposal to

Req.Ref	Requirement Text
	assure that all possible measures are being taken to provide a robust solution.
R.302	The monitoring and on-demand scaling functionality of the cloud solution are also considered business-critical. Failure of these components will be viewed with the same level of seriousness as the VMs and appliances.
R.303	If the self-service components fail at anytime, the system configuration data integrity must be preserved at all times – i.e., the linked functionalities such as automated provisioning systems should able to recover and complete provisioning or rollback as required instead of leaving the system in an inconsistent state.

9 Performance Requirements

Req.Ref	Requirement Text
-	Performance requirements have not been separately stated for this RFP.

10 BCP Requirements

Req.Ref	Requirement Text
BCP.601	The solution shall be capable of supporting high availability of applications. Any faults occurring in the cloud infrastructure should be transparent to the users as a result of built-in availability, scalability, security and performance guarantees.
BCP.602	The bidder shall propose suitable BCP and corresponding infrastructure for the solution in an active-active multi-data centre configuration. It is expected that the required BCP infrastructure and operational components are not included with the solution; however, the software components and capabilities are included.
BCP.603	Testing of the proposed BCP (should the state government choose to implement it) should not involve disruption of normal services of the cloud environment.
BCP.604	The BCP should include the capability to migrate of the entire applications and their (cloud services) management settings in one operation from one data centre to another.
BCP.605	The BCP functionality shall include all the location independent requirements stated separately.

11 Security Requirements

Req.Ref	Requirement Text
SEC.701	Web Portal Security: All cloud services portals – including those meant for self-service provisioning and tenant / admin dashboards, shall be operated in a secure manner; through SSL/TLS based security.
SEC.702	API Security: Any programmatic interfaces shall operate in a similar secure manner, including SSH facility where appropriate.
SEC.703	Audit logs: All administrative activities carried out by the Cloud MSP as well as the Government nominees must be logged and audit-logs must be preserved for 1 year or any stipulated period beyond that in a non-tamper able manner. Similarly, audit logs of tenants' actions, including provisioning and removal requests as well as automated policy-driven activities – must also be maintained. The solution should provide automated as well as manual log analysis tools
SEC.704	Compliance: Policy compliance (General Requirements) shall include compliance with the applicable security policies and frameworks.
SEC.705	Platform Security: The Cloud MSP shall be responsible for platform hardening and any applicable patch management of the platforms (including Operating Systems) made available as a part of the cloud service catalogue.
SEC.706	Isolation of workloads: Each instance of a service catalogue item is considered as one workload. The solution shall ensure isolation of workloads from each other; connectivity is allowed only as configured within the service catalogue or by the user.
SEC.707	The solution should include the capability of interfacing with and using the functionality of physical firewalls, content filters, UTM devices and IPS devices to protect the workloads as well as to use as/in-conjunction-with virtual devices of similar nature.

12 Project Management and Governance Requirements

Req.Ref	Requirement Text
PM.801	Project Plan: The selected bidder shall, within one calendar month of the date of Letter of Intent, submit a detailed project plan including major milestones and dependencies on the Government and other agencies (such as HSDC-Operator). For technical evaluation, bidders are encouraged to submit a milestone plan along with the proposal in order to demonstrate their solution capability.

Req.Ref	Requirement Text
PM.802	The selected bidder shall establish and maintain a web-based project tracking system wherein all the project tasks / activities are tracked against the baseline plan in a prompt manner – so that any of the project stakeholders can monitor the project progress without having to request / wait for periodic project status reports. In order to meet this requirement, the project members from the vendor's team must all diligently update the status in this tool at least on a daily basis. This shall be operated throughout the project duration to ensure coverage of the operational activities.
PM.803	The selected bidder shall establish and maintain a web-based collaboration tool / project wiki to share all the project documentation and related deliverables as well as interact with the operational teams of all stakeholders – including tenants.
PM.804	PeMT: The Client will put in place a project management structure by way of a PeMT (Project eMission Team) or equivalent. All change management requirements will also be addressed by the PeMT. Project-level policy mattes will be decided by the PeMT. The Project Manager of the Cloud MSP will coordinate with the PeMT Head for all government approvals and coordination requirements.
PM.805	Project Steering Committee: A Project Steering Committee comprising of top management representatives of the Client, the H-ETD and the Cloud MSP will address any issues that come up between the Client and the Cloud MSP. When the bidders undertake to abide the State Government Policies and Frameworks, compliance and cooperation in good faith, with this structure is included therein.
PM.806	State-level Steering Committee: Issues escalated from the Project Steering Committee as well as State-level policies and directions are handled by the State-level Steering Committee as mentioned in the COMF. When the bidders undertake to abide the State Government Policies and Frameworks, compliance and cooperation in good faith, with this structure is included therein.
PM.807	Change Management: Software Change Management applies to any built-to-spec software components. All defects (omissions and commissions in the software feature sets) shall be rectified at no cost to the Client – and as such do not become a part of the Change Management scope. The commercial proposal shall include person-month prices for both software change management as well as allied services – to enable any feature extensions / changes / services capacity increases considered as a part of the Change Management scope.
PM.808	Exit Management Plan: The selected bidder will put in place an Exit Management Plan that is acceptable to the Client within 6 months of the receipt of the LoI or the acceptance of the solution – whichever is earlier.

Req.Ref	Requirement Text
PM.809	Exit Management Activities: The Exit Management Plan shall include activities that need to be carried out throughout the duration of the project – such as keeping baseline documents and engineering artefacts up-to-date and accessible to the Client. The plan is also expected to undergo changes / enhancements in this period. The Cloud MSP shall promptly carry out all the exit management activities as well as periodically review, revise and obtain Client acceptance of the plan (at least once in every 12 months).
PM.810	Transition Activities: Irrespective of the circumstances of the exit, the Cloud MSP shall carry out transition activities as specified in the Exit Management Plan promptly, diligently and in good faith. This shall be covered in the undertaking given by all the bidders as a part of the proposal.

13 Service Level Requirements and Calculations

13.1 Quarterly Payment calculation begins at the 100% of committed payment; actual payment eligibility is calculated by reducing the penalty amounts (based on percentages) from the committed payment. Penalties are calculated on a monthly basis. e.g., 0.2% penalty = 0.2% of the monthly payment due = 0.2% x 1/3rd of the Quarterly payment due.

13.2 Downtime on account of HSDC common services / equipment failure, as monitored and logged by HSDC Operator will be excluded from penalty calculations.

13.3 Downtime on account of tenant-provided hardware will be to the Cloud MSP's account – unless it can be shown that there is no available hardware to which the tenant's application components could be automatically migrated. Further, the time taken for automated application migration – as calibrated periodically – shall be subtracted from the downtime on this account.

13.4 A moratorium of two quarters is given on SLAs. i.e., measurement and reporting must be done during the first two quarters – but penalties are not applied during this period.

13.5 Non-measurement and/or non-reporting of Service Metrics in the prescribed method will be treated as not meeting the SLAs – unless alternative proof can be provided to the satisfaction of competent authority (e.g., end-to-end service uptime has been specifically shown for a dependent application, during the period in question).

13.6 The following table gives the Service Levels that should be adhered to for the duration of the contract.

13.6.1 **Operational Phase SLAs**

Req.No	Service Metric	SLA	Breach	Measurement Method	Penalty
SLA.901	Customer Portal and Help Desk Portal uptime. Applicable for the self service (including	99.5%	95%	Measured on a 24 x 7 (365 days) basis from one or more end-points, as well as through the	0.2% penalty for every 0.1% (2 x factors) performance below SLA level.

Req.No	Service Metric	SLA	Breach	Measurement Method	Penalty
	provisioning) and admin / cloud infra monitoring functions. Also applicable for the self-service functions (ticket generation and management) of the Cloud Services Help Desk.			EMS; downtime reported in either of the tools is taken as downtime; correlation is done by the reported timestamp (e.g., downtime reported in both tools at a given time is counted only once); measured and reported monthly. Measurement resolution @ 1s / 0.01%. Automated correlated reporting facility must be put in place by the Cloud MSP, subject to 3rd party audits.	Subject to a maximum of 20% penalty.
SLA.902	Service Catalogue item uptime Applicable for every service catalogue item (both IaaS and PaaS) provisioned during the period.	99.5%	95%	Same as above. User initiated downtime is not included in this metric. Cumulative downtime of individual VMs and Platforms (Service Catalogue items) vs Total available time of all VMs and Platforms is used for this purpose.	0.5% penalty for every 0.1% (5 x factors) performance below SLA level. Subject to a maximum of 40% penalty.
SLA.903	Cloud Services Help Desk outstanding tickets / Pending issues (from the Issue Management tool)	No tickets / issues > 30 days	No tickets / issues > 90 days	Ageing analysis of tickets & issues should report count of not-closed tickets (and issues) assigned to the Cloud MSP for over 30 calendar days.	0.1% penalty for every ticket/issue over the SLA. Subject to a maximum of 15% penalty.

Req.No	Service Metric	SLA	Breach	Measurement Method	Penalty
SLA.904	Cloud Services Help Desk Assisted-mode operating times	9am - 7pm	*	* Reports of unavailability of help desks will be investigated and if found to be true, will be treated as breach conditions.	-

13.6.2 **Implementation Phase SLAs**

13.6.2.1 As this project is linked to the H-ETD commercial tax e-Governance Project acceptance, no separate implementation phase SLAs are specified.

14 Evaluation Criteria

14.1 The technical evaluation of the proposal will be based on the following broad categories along with their weightage in parenthesis:

14.1.1 Any proposal evaluated as not meeting any of the mandatory requirements will be rejected.

14.1.2 The technical evaluation committee will evaluate any “partial” compliance statements of mandatory requirements and recommend rejection / acceptance.

14.1.3 Each proposal is evaluated with a starting score of 100 and assigned negative scores as described below.

14.1.4 Each non-mandatory requirement carries a negative score of two (2) marks for non-compliance.

14.1.5 Partial non-compliance score is at the discretion of the technical evalution committee subject to the maximum of applicable score for that requirement.

14.1.6 Proposals that receive a final score of 50 or less will be rejected.

14.2 The technical evaluation process will only determine whether the cloud proposals received meet a minimum quality standard. This will be determined through a combination of technical proposal analysis/evaluation, presentations (held separately from H-ETD CT evaluation requirements) and if necessary, capability demonstrations (requested at the discretion of the evaluation committee)

14.3 The results of the evaluation are passed back to the H-ETD CT RFP evaluation committee for further processing thereon.

14.4 While the intention is to procure the Cloud Solution, the Government reserves the right to not proceed with this part of the procurement, should the circumstances warrant it.

15 Acceptance Criteria

15.1 This is not intended to be a full listing of acceptance test cases. It is a broad set of criteria to help decide whether the solution delivered should be considered acceptable; and whether the conditions to move from the build phase into the operations phase are met. The following criteria will be used for acceptance of the Solution – with the use of appropriate detailed checklists / compliance tables.

15.1.1 Does the Cloud Computing Solution meet all the requirements as committed by the bidder in the Requirements Compliance Table (including corrections and amendments, if any)?

15.1.2 Has the Solution been installed in the HSDC, in accordance with HSDC Policies and Guidelines and been certified as compliant with applicable Security Policies?

15.1.3 Has the H-ETD CT solution been tested and accepted on the Cloud Computing Solution?

15.1.4 Have adequate operational facilities (such as a Cloud Operations Center and Cloud Help Desk) and staff been put in place – ready for the Solution to commence production operations?

15.1.5 Have the necessary initial training / education / awareness programs been conducted to the stakeholders as identified in the project plan?

15.1.6 Have all the documentation and engineering artifacts as given in the project plan been delivered by the vendor and accepted by the Government?

15.1.7 Has an Exit Management Plan been submitted by the vendor and accepted by the Government?

15.1.8 Have any shortfalls in the Government responsibilities – necessary for the smooth operation of the Solution – such as policies, governance structures and guidelines been identified and communicated to the Government?

15.1.9 If any issues (shortcomings / shortfalls / defects / ...) been identified with the Solution, have they been closed as rectified or categorized as not-material to these acceptance criteria?

16 Exit Criteria

16.1 **End of term exit:** The Cloud MSP, upon completion of the term of the contract shall handover all the assets and controls of the solution – including any enhancements / changes that may have been carried out during the tenure of the project – to the Client or the Client's nominees. The transition shall be carried out in accordance to a pre-agreed Exit Management Plan (part of the initial deliverables, as well as ongoing project management).

16.2 **Pre-term exit:** The Cloud MSP may wish to or be required to exit the engagement before the normal end of term. This may happen due to one or more of the following:

16.2.1 One of the parties choosing to exercise the discretionary termination clauses by giving prior notice to the other party as required by the contract;

16.2.2 The two parties, by mutual consent due to circumstances such as (but not limited to) a transition into a newer / renegotiated contract;

16.2.3 The Client, choosing to exercise their rights due to performance breach (see "Breach Conditions" below) by the Cloud MSP; and

16.2.4 Any other circumstances leading to termination.

16.3 **Transition Activities:** The transition activities will begin 6 months prior to the end date of the contract – unless otherwise specified in the Exit Management Plan. Satisfactory completion of the transition activities is a necessary and essential part of the Exit Criteria.

16.4 **Client's Responsibility:** It is the sole responsibility of the Client to nominate a suitable entity / agency in a timely manner, to take over the operations – including if necessary, completing any procurement process to find a replacement operator.

16.5 **Breach Conditions:**

16.5.1 It is imperative for the Cloud Computing Solution to continually meet the requirements of the H-ETD solution. If cloud solution drawbacks are given as a reason for the H-ETD solution withdrawal from the cloud at any time, it will be deemed as a breach of the requirements; and reason enough to trigger early termination.

16.5.2 If any of the acceptance criteria have been suspected / reported (by any stakeholder) to be below acceptance levels during the operational period of the solution, the client reserves the right to conduct adhoc audits and/or continuous audits by an agency/agencies of the client's choice. If the audit observations confirm the deviations, it will deemed as a breach of the requirements; and reason enough to trigger early termination. For example, if the functioning of the Help Desk is reported to be impaired in a manner not evident to the automated reporting tools of Service Metrics, it may be investigated through an audit under this provision.

16.5.3 Any of the Service Metrics crossing into the breach level performance for two successive quarters or four cumulative quarters will be deemed as reason enough to trigger early termination.